



# Case Study



"Civica Financials has automated much of the administrative process which has had a knock on effect of freeing up more staff time to concentrate on other tasks, such as chasing up delays in the completion of electronic goods received transactions. This should help to improve the purchase to payment cycle."

*Phil Riley, Head of Exchequer Services, Merseyside Police*

## Policing suppliers with financial intelligence

Intelligence-led policing is not only using technological advancements to solve crime. Merseyside Police has extended the idea of using intelligence-driven technology to cut down administration time for the processing of supplier invoices with the help of Civica.

With more than 1 million people to take care of in a catchment area of more than 580,000 households, Merseyside Police is one of the UK's busiest forces. It is also one of the most successful in tackling crime. Its "Total Policing" approach has helped reduce overall crime by 11 per cent in 2006/07 and has been followed by an 18 per cent reduction in 2007/08. This means the force had over 48,000 fewer crimes in the last two years. More than 4000 full time officers are employed to police Merseyside.

To be successful in tackling crime over its large catchment area, Merseyside Police's officers need peace of mind that back office administration tasks such as purchasing from suppliers is a seamless operation. To ensure their time is concentrated on results in the field, the force has implemented an intelligence-led financial system, Civica Financials.

### Economies of scale

Now the force has reduced the total number of suppliers to about 3,500, with some 300-400 key suppliers, the bulk of which receive electronic orders.

Phil Riley, Head of Exchequer Services, Merseyside Police, explained: "Before Civica Financials we didn't have such close control of our purchasing process which was why the number of suppliers was so high. We weren't realising the economies of scale available for the large number of purchases we make, so we wanted to slim down the number of suppliers to gain cost savings while making the process more efficient."

"Paying our suppliers efficiently is also part of maintaining a good reputation. We wanted to become known for paying on time as it adds to the credibility of the force."

Merseyside Police officers purchase over £1.2 million of products every month, ranging from stationery to hire cars, animal feeds to guns and ammunition.

To start the transfer to Civica Financials, Merseyside Police ensured 300 of the larger suppliers with big transaction volumes were handled electronically, covering the bulk of payments. As a result, quick efficiency savings were made.

#### Civica UK Limited

Plane Tree Crescent, Feltham  
Middlesex TW13 7DT  
Tel: 020 8844 2141 Fax: 020 8751 4386  
Email: [enquiries@civica.co.uk](mailto:enquiries@civica.co.uk)  
Web: [www.civica.co.uk](http://www.civica.co.uk)

**Merseyside Police currently benefits from using the following Civica solutions**



Workflow & Doc. Management

Contact Management



Revenues & Benefits

Housing



Environment

Traffic & Streets



Planning

Finance



Legal

Pensions



Health & Social Care



Education & Skills



Managed Services



Consulting



Software Licensing



Voice Solutions



Internet Solutions



Fleet Management



Service Management



*"We pay 99 per cent of our invoices by BACS," Riley said, "and 70-75 per cent of our creditors are normally paid within 30 days. We have started emailing remittance advices to our main suppliers to further reduce costs."*

## Intelligent imaging

The Civica system makes it easier to process supplier invoices with features like intelligent imaging. Invoices are fed into a scanner and the system recognises specific data such as telephone number or VAT number, intelligently matching this information to purchase orders raised and if approved, can be processed for payment without human intervention. The software can also be set up to recognise specific fields according to the supplier.

Riley continued: *"We used to scan invoices post-payment for our records. Intelligent imaging builds upon this approach and ultimately invoices could go through for payment with minimum handling."*

*"Now invoices are scanned at the start of the process and are available for viewing by all users of the system. End users see a copy of each invoice, which is also held within the system and can be accessed at any point in the payment cycle. Suppliers also don't need to change their invoicing to fit with us because of the built-in intelligence of the system."*

## Employee efficiency

As well as improving the efficiency of payments and eliminating much of the paperwork, Riley now only has three staff processing more than 70,000 invoices every year.

*"Civica Financials has automated much of the administrative process which has had a knock on effect of freeing up more staff time to concentrate on other tasks, such as chasing up delays in the completion of electronic goods received transactions. This should help to improve the purchase to payment cycle."* Riley said.

*"We have been using Civica Financials Purchasing since 2003 and have been able to speed up the ordering and receipt of goods."*



*"Using the procurement module, within Civica Financials has had a very powerful effect on our orders and payments management."*

*"We are now able to concentrate on addressing non-order purchases such as telephone bills and utility payments, like gas and electricity that traditionally don't have a purchase order number."*

## An enhanced reputation

Civica Financials has helped reduce paperwork and gain cost savings through closer management of supplier relationships.

*"What Civica Financials has given us, is the ability to provide quality assurance and quality of service for our suppliers that their payment will be received promptly. We want to be seen as a prompt payer to enhance our reputation in line with our commitment to 'total policing' for all our stakeholders and Civica helps us to achieve this."*

**Civica is a market leader in software and services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, social housing, enforcement and education. Blending consulting, software and managed services, the group supplies more than 1,800 customers in the UK, Australia, Asia Pacific and the USA, including 90% of the UK's local authorities, more than 200 social housing organisations and 50 of the UK's 53 police forces.**

### Civica UK Limited

Plane Tree Crescent, Feltham, Middlesex TW13 7DT

Tel: 020 8844 2141 Fax: 020 8751 4386

Email: [enquiries@civica.co.uk](mailto:enquiries@civica.co.uk) Web: [www.civica.co.uk](http://www.civica.co.uk)