



APP Cx Community

A member based support service for Civica APP & Cx

What is the APPCx community?

The APP User Group was set up in 2001, bringing together service-specific groups evolving around the use of APP (and previously Flare). This included, Environmental Health, Trading Standards and Housing. We've now progressed to be the APPCx Community to reflect the increasing use and development by Civica of the Cx cloud solution as a replacement to the APP system.

So, what do we do?

Our focus is promoting good communications between users of APP and Cx across the full range of the various implementations of the software – truly “Users Supporting Users” - keeping a professional, constructive relationship with senior Civica staff.

Any local authority using the system may become a member. You can also nominate other individuals, so they too gain full access to all the benefits of the membership.

This fully independent organisation is solely funded by members' subscriptions and its activities. We exist to support APP and Cx users, helping them to maximise the value from their authority's investment in the product. Although, we are independent from Civica, we work closely with their management team.

Currently there are nearly one hundred local authorities as members, making a significant and influential voice in dealings with Civica. We use that voice to ensure their products continue to evolve to meet the varied needs of all its customers.

Recent comments and feedback:

“First time at event. Great insight to member knowledge and experience, also found the session content very relevant.”

“Thank you for everything. The sharing experience was very good.”

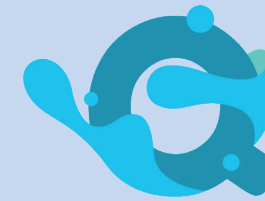
“Very worthwhile event, thank you.”

How does it work?

- Regular Cx specific online meetings to discuss developments and implementation (with regular input from Civica).
- Quarterly System Manager discussion group online to discuss issues and developments around management of systems and data.
- An annual in-person event, these are members-only and designed to inform, educate, and foster discussion.

Events and meetings include:

- User presentations on innovative use of APP and Cx.
- Details of latest releases and their impact.
- Information on data management including data retention and impact of data protection legislation.
- Regular Civica led presentations on development and implementation of their software.
- External presentations on relevant topics related to the use of our data.
- Presentations on extracting and using stored data.
- Hints and tips for better working.



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Key areas for the APPCx Community for 2024-25

- Support with preparing for Cx including Data migration
- Sharing experiences from Authorities where Cx has 'Gone Live'
- Sharing APP developments and novel applications
- Sharing experience on the integration with MS products including Power BI

What are the key benefits of the membership?

- Exclusive attendance at any of the members' meetings and access to the members' area of the User Group website (including the User Forum and 100's of files and presentations)
- Networking and Peer Support from the current member organisations and their users
- Support and influence from the Community leadership with Civica
- Access to seminars and workshops provided at an additional minimal cost
- Exclusive access to an annual in-person event that provides learning and networking opportunities, supported by a major input and attendance from Civica APP and Cx specialist staff.

How much does it cost?

- Annual Subscription - £150 + VAT

How do we join?

- By contacting us at treasurer@appcxcommunity.org.
- By payment through our website www.appcxcommunity.org
- For an informal discussion please call Keith on 0779164056

[APPCx Community, PO Box 2281, Pulborough, RH20 9BS](mailto:treasurer@appcxcommunity.org)

“The APPCx Community aims to deliver maximum value to users invested in Civica’s APP and Cx solutions. We empower members to shape these products to meet evolving operational and management needs. Our broad membership provides an influential voice to represent user priorities to Civica directly.



Through online forums, virtual events, workshops, and an annual in person conference, we foster peer knowledge sharing and networking for members. These touchpoints grant access to Civica’s technical talent and support as well. By joining these activities, members can directly impact the roadmap and development of these software platforms.

An APPCx membership offers a strong return on investment with no limits on how many individuals from a member organisation can leverage our digital resources and tools. We strive to equip members with the community backing, insider access, peer connections, and technical support to fully optimise their Civica solutions.”

Steven Law
Chair APPCx Community