

APPCx Community

An independent user group for Civica APP and Cx users

Who are the APPCx community?

The APP User Group was set up in 2001 by bringing together the service-specific groups that had evolved around the use of APP, Civica's product for regulatory services (previously Flare) in the professional disciplines of Environmental Health, Licensing, Trading Standards and Housing. We have now evolved to be the APPCx Community to reflect the increasing use and development by Civica of the Cx solution as a replacement to the existing APP system.

What are the key benefits of 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 added minimal cost.

How do we deliver the benefits?

- The key focus of the community 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" - and keeping a professional, constructive relationship with senior Civica staff.
- Any local authority who uses the system may become a member and may nominate as many individuals as they wish enabling them to access all the benefits of the membership.
- We are fully independent and solely funded by our members' subscriptions. It exists to supply support to users of the APP and Cx systems and to help to maximise the value from their authority's investment in the product. Although independent from Civica UK Ltd, we collaborate closely with them. A substantial number of Civica customers are local authority members, making an influential voice in dealings with the Company.



APP Cx Community

A member based support service for Civica APP & Cx

Key areas for the APPCx Community for 2025-2026

- 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

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. Content includes user presentations and general discussion.
- Regular one-off sessions on specific subjects.
- Website with discussion forum

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.
- Civica led presentations on development and implementation of their software.
- Presentations on extracting and using stored data.
- Hints and tips for better working.



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At our website www.appcxcommunity.org you will find:

The resource centre holds presentations from our various learning events and historic documents from the User Group and Civica.

A forum for all things APP and Cx, where questions may be asked, and answers found.

Payment for membership and events.

Link to a mobile app.

Recent comments and feedback:

'Great insight to member knowledge and experience, also found the session content very relevant.'

'Thank you for everything. The sharing experience was incredibly good.'

'Very worthwhile event, thank you.'

'I learn something new every time.'

How much does it cost?

Annual Subscription - £150 + VAT

Payable on line at www.appcxcommunity.org or by invoice following and order.

How do we join?

By contacting us at treasurer@appcxcommunity.org

Or at the address below

For more information or an informal discussion please call Keith on 0779164056

APPCx Community
PO Box 2281
Pulborough
RH20 9BS

The APPCx Community is dedicated to fostering discussion and providing support for organisations using Civica's APP and Cx solutions. Our members collaborate to utilise, customise, and optimise these products, ensuring they meet operational and business information needs. With a broad membership base, we offer a powerful voice to represent the needs of authorities directly to Civica.



We share valuable information through our website, online forums, events, and workshops, promoting peer knowledge sharing and networking. We are proud to have Civica's technical and development experts involved in many of our activities. Member participation can directly influence the roadmap and development of Civica's platforms.

Joining the APPCx Community offers a strong return on investment, with unlimited access to our digital resources and tools for all interested individuals within a member organization. We aim to provide members with community support, insider access, peer connections, and technical assistance to fully optimise their Civica solutions.

Kevin Davies
Chair, APPCx Community