

Glossary

Aareon	Aareon UK Limited.
Add-on module	Modules specific to the software application concerned—that is, they can only be used with the R&B or SH applications . These modules give additional functionality around the core modules , such as mobile working, fraud detection and management information.
AIM	Alternative Investment Market (a sub-market of the London Stock Exchange).
AIM All-Share Index	A stock market index consisting of all companies quoted on AIM.
ALMO	Arm's length management organization. A company set up by a local authority to manage and improve all or part of its housing stock . The company is owned by the local authority and operates under the terms of a management agreement between the authority and the ALMO.
Anite	Anite Public Sector Holdings Limited, now owned by Northgate .
Application	See software application .
Capita	Capita Group plc.
Catalist	A list of contracts and Framework Agreements set up for public sector use by the Office of Government Commerce (OGC) with the aims of speeding up procurement processes and achieving better value for money.
CC	Competition Commission.
Civica	Civica plc, a privately-owned group in which 3i (a private equity firm) has the majority shareholding.
Component	The various different items of software and services that together meet a customer's requirement for an R&B or SH software application .
Consilium	Consilium Technologies Limited.
Core modules	Modules which provide the essential functions for R&B and SH software. In the case of R&B software, core modules cover the local authority's statutory duties, ie collecting revenue via council tax and business rates , and making certain benefit payments. In the case of SH software, core modules cover the basic functions of housing management, housing repairs and rent and arrears collection.
Council tax	Tax paid by occupiers of domestic properties which contributes towards the cost of local authority services.

Council tax benefit	An income-based benefit to assist with the payment of council tax .
CSS	Capita Software Services.
DWP	Department for Work and Pensions.
Existing customers	Customers that are in the second year or more of supply by their current R&B or SH software supplier. There are two categories of existing customers: ' mid-term customers ' and ' roll-over customers '.
FTSE 100	A share index of the 100 most highly-capitalized UK companies listed on the London Stock Exchange.
Horizontal module	Modules which are not application -specific. For example, local authorities have a wide range of other software applications including Customer Relationship Management software (to enable more 'joined-up' provision of services across multiple departments), workflow software (to manage business processes across multiple departments) and document management software (to streamline the processing of incoming documents).
Housing benefit	An income-based benefit to assist with the payment of rent.
Housing stock	Dwellings managed by a social housing provider.
Housing unit	A dwelling.
IBS	The businesses now operated as a division of Capita Group plc which before the acquisition operated as IBS OPENSystems plc.
IBS AB	International Business Systems AB (Sweden): former parent company of its UK subsidiary IBS (Public Services) Ltd.
IDOX	IDOX Group Plc.
Mid-term customers	Existing customers in the middle of a contract period.
MIS	MIS Active Management Systems Ltd.
Module	A self-contained software item within an R&B or SH software application .
NDR	Non-domestic rates. Businesses and other occupiers of non-domestic properties pay non-domestic rates (also known as business rates) to contribute towards the cost of local authority services.
New customers	Customers that have just gone or are going out to tender for a new R&B or SH software contract. Customers are considered 'new' as long as they are within the first year of their contract.
Non-core modules	Modules for both R&B and SH software which provide non-essential functions.

Northgate	Northgate Information Solutions Ltd, a supplier of specialist software, outsourcing and IT services to the human resources, local government, education and public safety markets.
Numis	Numis Securities Ltd, underwriter to IBS 's initial public offering in 2005 and financial adviser to IBS on its 2008 sale process.
OJEU	<i>Official Journal of the European Union</i> . Refers to both the S-Series of the Journal in which public sector procurements are published and the procurement framework itself.
Orchard	Orchard Information Systems Ltd.
Pericles	An R&B software product produced by Anite .
R&B	Revenues and benefits.
R&B software/software systems	Software for the management of revenues and benefits collections and payments.
Roll-over customers	Existing customers that have reached the end of their initial contract terms and have renewed their contract with their current supplier on an annual basis.
RSL	Registered social landlords. Independent housing organizations registered with the Housing Corporation under the Housing Act 1996. They may be Industrial and Provident Societies, registered charities or companies. Since January 2009 this term has been replaced in England by the term Registered Provider following the abolition of the Housing Corporation and English Partnerships and the creation of the Tenant Services Authority and the Homes and Communities Agency.
SDM	SDM Consultants Ltd.
SH	Social housing. The provision of subsidized affordable housing by organizations including housing associations, local authorities and ALMOs .
Shared services	The initiative by some local authorities to enter into joint arrangements with other local authorities to achieve economies of scale for the delivery of local services within a county or region.
SLC	Substantial lessening of competition.
SH software/software systems	Software for the management of social housing.
SOCITM	Society of Information Technology Management. The professional association for information and communication technology managers working in and for the public sector.
Software application	The overall software package designed to meet a specific business requirement. R&B and SH software are both examples of software applications.

Software module	See module .
SSNIP	Small but significant non-transitory increase in price. The SSNIP test (also known as the hypothetical monopolist test) is an economic test for market definition. It involves considering whether a hypothetical monopolist of a certain product or set of products which might constitute a market could profitably impose a SSNIP.
SSP	Strategic service-delivery partnership. Long-term public private partnerships through which contractors deliver a service or range of services for local authorities.
SWRBSS	South Worcestershire Revenues and Benefits Shared Services. A revenues and benefits shared services arrangement comprising Wychavon District Council, Malvern Hills District Council, Worcester City Council and Worcestershire County Council.
Sx3	Service and Systems Solutions Ltd. An IT services and business process outsourcing business acquired by Northgate in 2005.
Tribal Consulting	Tribal Consulting Limited, the consultancy division of Tribal Group plc.
Tribal Report	A report on the market for SH software commissioned by the CC from Tribal Consulting .
Unitary authority	A single-tier local authority responsible for all local government functions with its area.
Workflow	Software designed to assist the management of business processes across multiple departments.