Channel Routing and Integration Service Supports Growth in Online Filing at HMRC

Open standards applications infrastructure provides flexibility, reduced complexity and lower cost

The Situation

The Carter Report commissioned by the UK Government underlined the need to make it easier for organizations and individuals to transact electronically with HM Revenue & Customs (HMRC). Advantages include online tax returns, improved payroll system management and reduction in the overall burden of tax assessments and obligations. For large organizations, the benefits go even further - secure, quick transmission of forms, improved controls on internal data and cost savings.

HMRC needed scalability, resilience and efficiency from systems that support their online services.

The Solution

Channel Routing and Integration Service (ChRIS) was implemented to reduce the complexity and cost of the technology that underpins electronic submission of information. It is a conduit between the Internet and a range of back-office tax systems that validates and transforms incoming data and then routes it to the appropriate system for ongoing processing.

Capgemini deployed an open standards service-oriented architecture in partnership with Fujitsu, BEA, Sun and SoftwareAG. It is now part of the portfolio of services managed by Capgemini under its long-term partnership with HMRC.

> **"We can respond more quickly to change and mask complexity."**
>
> **Andy Harrod**
> **Lead Architect**
> **Aspire eDelivery Programme**

The Result

The initial pilot phase was brought in under budget and on time. Subsequent implementation has enabled quick reuse of discrete functions contained in HMRC's eChannel as interoperable, standards-based services.

Key benefits include:

- Cost saving through reduced or deferred hardware investment

- A more consistent, straightforward and easier-to-manage infrastructure which improves productivity and reduces overall complexity

- Faster deployment from one environment to another (such as test, pre-production and live) by use of loosely-coupled services.

How HMRC and Capgemini Worked Together

HMRC's IT department and Capgemini jointly agreed upon requirements and leveraged combined skills, knowledge and commitment of Ecosystem partners. Capgemini led the program, collaborating closely with BEA and further supported by Fujitsu for infrastructure architecture and validation hardware, Sun and software AG.

What sets ChRIS apart is its flexibility. Built on Service-Oriented Architecture (SOA), it provisions a set of channels and business streams as independent services.

If someone files a tax return online, it is sent to the Government Gateway, from where it moves into ChRIS. The ChRIS service comprehensively validates it as an acceptable message, checks elements like size, scans for viruses and applies basic business logic. ChRIS then sends the return to one of a number of back-office systems to transact, depending on its content. ChRIS currently supports various services like Pension Scheme, Self-Assessment Attachment, Child Trust Fund, a dedicated Construction Industry Scheme and options for registered users to update their personal details.

About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs over 75,000 people worldwide and reported 2006 global revenues of 7.7 billion euros.

More information about our services, offices and research is available at **www.capgemini.com.**

UK & Ireland
Public Sector
Technology Services
Application Development & Integration
Transformational Outsourcing
Business Process Outsourcing

In collaboration with

HM Revenue & Customs

HM Revenue & Customs came into being on 18 April 2005 following the integration of the former Inland Revenue and HM Customs & Excise. HMRC gathers some £400 billion in taxes, processes nine million self-assessment tax returns and links directly with 30 million customers throughout the UK.

Aspire is HMRC's ten-year partnership with Capgemini for the provision of systems and IT-led transformation services to make it easier and quicker for UK taxpayers and businesses to comply with their tax obligations.

Cover-Reference Number