

Online Tax Returns Surpass Targets

HMRC on track for universal online filing by businesses and IT literate individuals by 2012

**Overall winner for the
Guardian Computing
Excellence in Public Sector
Awards 2009**

The Situation

The UK Government is driving a dramatic increase in the number of customers using online services and is aiming for universal online delivery of individual and business tax returns by 2012. As the government department responsible for implementing the strategy, HM Revenue & Customs (HMRC) works with IT partner Capgemini to design, implement and manage the IT systems for the new online services. The strategy to introduce the new services, starting with the Self Assessment (SA) declaration of annual income, is already incredibly successful. The 5.8 million individuals and agents now choose to file SA tax returns over the Internet. It achieved overwhelmingly positive customer feedback, and delivered efficiency savings of £20 million in its first year.

The Solution

The new SA Online service, launched in April 2008, is the largest web release ever undertaken by HMRC.

The application is tailored to individual customers' needs and uses the most advanced techniques to make it easy and quick for customers to use. It runs on an innovative Disaster Tolerant infrastructure across two data centres in separate geographical locations to ensure the service remains available to customers. Critically, it has both the capability to adapt quickly to meet unpredicted levels of traffic and the scalability to grow in future years.

The Result

There was an unprecedented 50% increase in customers who chose to file SA returns online by the 31 January 2009 deadline:

- 5.8 million SA Online returns
- 69% of customers chose to file for online
- Each online return filed
- saves £10 processing costs.

“This is a great example of really effective public sector delivery. All the hard work from the HMRC business and the great partnership working with the Aspire team and our own frontline staff ensured this success.”

**Lesley Strathie
CEO HMRC**



How HMRC and Capgemini Worked Together

Capgemini is HMRC's IT partner helping to make the tax system simpler and more efficient.

HMRC defined the scope and Capgemini was given the freedom to decide what technology was needed to deliver usability, security and capacity. The project was completed on time, in budget and to specification.

The technology programme managed by Capgemini and delivered in partnership with subcontractors and Ecosystem partners featured a number of innovations, including:

- A new application, which benefited from extensive customer consultation during development and after implementation. A standardised interface and validation rules ensure data is correct, and a Reference Software Architecture provides common software components
- A new infrastructure using Capgemini's Integrated Architecture Framework provides a disaster tolerant, resilient solution across two data centres. Scalability, multiple security tiers and flexible traffic management ensure capability to adapt quickly and capacity as the number of users increases
- Industrial strength testing to integrate the web services, routing systems, database and cross-Government infrastructure
- Advanced service management tools include monitoring technology for real-time analysis and real-time information feeds in a Mission Control centre to enable prompt action before issues affected the service.

The success of this IT implementation was recognised when Self Assessment Online came top in the 2009 Guardian Computer Awards, which recognise excellence in public sector IT. It was also awarded the prize as best project for delivering efficiency.

- More than 390,000 returns were submitted on 30 January 2009 representing a 185,000 increase over the highest day total in 2008.
- At its peak, SA Online handled 10 returns per second
- On Christmas Day (2008), 620 people filed SA Online
- SA Online was the first Government, Internet-based transaction service when it was piloted in 2000.



About Capgemini and the Collaborative Business Experience™

Capgemini, one of the world's foremost providers of consulting, technology and outsourcing services, enables its clients to transform and perform through technologies. Capgemini provides its clients with insights and capabilities that boost their freedom to achieve superior results through a unique way of working, the Collaborative Business Experience™. The Group relies on its global delivery

model Rightshore®, which aims to get the right balance of the best talent from multiple locations, working as one team to create and deliver the optimum solution for clients. Present in more than 30 countries, Capgemini reported 2008 global revenues of EUR 8.7 billion and employs 90,000 people worldwide.

More information is available at www.capgemini.com

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Approved by
HM Revenue & Customs

Kenn van Hauen, Vice President,
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In collaboration with



HM Revenue & Customs (HMRC) collects tax and duties to make sure money is available to fund the UK's public services and makes payments to over 7 million families, providing targeted financial support.

Capgemini is HMRC's partner for IT and related services delivered through the Aspire contract. Capgemini is prime contractor for Aspire, and manages key partners and HMRC's Ecosystem of preferred suppliers.

Further details available at www.hmrc.gov.uk