



Capgemini & HMRC Project





Project Introduction

HMRC partnered with Capgemini to modernise its “Movement of Money” systems, which involved transferring them into an AWS cloud based solution.

HMRC is the customs and revenue company, and prioritises confidentiality and smooth delivery, which was incorporated into the solution, by delivering it within one week, ensuring no customer data was lost. This was also achieved using Agile and DevOps methods, demonstrating excellent project management.

This new service also used containerised microservices, enhancing delivery, and making it easy to update and integrate new modules in the future.

How long was the project?

While the length of the project isn't publicly specified, sources suggest it was a multi-year effort (possibly 3 years) with the results being delivered in a single weekend in order to ensure business continuity.





What was the solution?

Capgemini's solution for HMRC was to replace the existing old complicated money management system with a new cloud-based services.

Utilising cloud technology (Amazon web services) Capgemini merged two old systems into a single easy-to-use platform with a web interface.

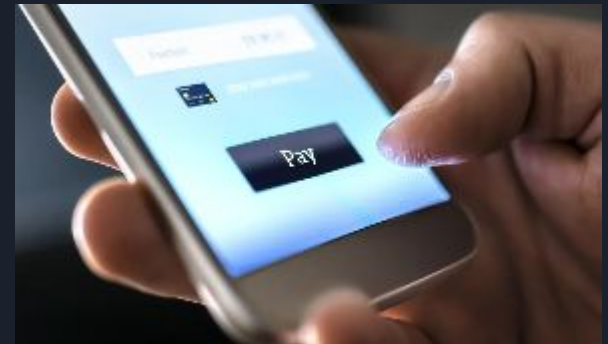
The new system was built using containerised services which securely stores data in a cloud database.

The solution allowed HMRC to process payments and fix errors faster, and with less cost and risk.



Costs

While the exact project cost isn't published, it was part of HMRC's wider digital modernisation programme, with Capgemini contracts worth several hundred million pounds, including a £300m support deal and a £403m upgrade contract for core tax systems.



So, what challenges were there?



- Old Systems Were Outdated
 - Ran on mainframes with green-screen interfaces
 - Hard to maintain and relied on rare, specialist skills
- Needed to Move to the Cloud
 - Wanted a secure and smooth transition without interrupting services
 - Had to keep all existing business data and functionality
- Many Different Users and Needs
 - 3,500 users across 12 departments
 - System had to work for different tax types and teams
- Had to Connect with Other Systems
 - Needed real-time data sharing with payment systems
 - Wanted to spot and fix problems quickly using data





What could have been done differently or added to the project if you could?

Given that people of all ages have to use HMRC services throughout the UK - a highly complex system can definitely leave those that are older to be left confused on tax payments and in turn may lead to discrepancies and delays.

In order to mitigate the risk of this, implementing generative AI chatbots to support both external customer service and internal HMRC agents (staff) who handle backlogs.

Generative AI chatbots could help reduce backlog and prevent any misalignment in payments (overpayments or underpayments) as well as providing a clear understanding of the issue at hand without the need for citizens to be waiting 5 working days or a 4 hour phone call to know where their tax payments are going.

