

CASE STUDY

ASPIRE / CapGemini



Capgemini

Project & Programme Management: Delivery Services

Industry: Public Services

Client: ASPIRE / CapGemini

About the Client

Cap Gemini is one of the world largest consulting, technology and outsourcing companies with 180,000 employees in over 40 countries.

Our consultant was engaged to deliver a number of key CapGemini projects and programmes as part of the ASPIRE contract with HMRC. This is a £3billion contract to modernise the HMRC IT infrastructure.

The Situation

As one of the UK 's largest government departments, HM Revenue & Customs (HMRC) had the aim of delivering projects using agile, efficient and robust processes. HMRC was also keen that the Architectural landscape was fit for purpose. This meant the delivery team had to deliver key projects and Quality Assurance processes.

The Scope

- To create, maintain and manage delivery contracts. This also includes managing 3rd party supplies such as Fujitsu Siemens
- To ensure all commercial processes are well defined and robust – our role included outlining the Business Case and Design Proposal. Most importantly, our consultants completed options analysis and made recommendations on solutions
- To coordinate the technical and business solution delivery by ensuring that the Full Systems Architecture (FSA) and test strategy are as designed by the Technical Architecture and Delivery function
- To take responsibility for resource and revenue forecasting and reporting

The Solution

When we work with our clients on large complex change programme, we always want programme delivery to be successful in both the long and short term – giving maximum value to the business. Because of this reason, we follow the following process:

- Ensured that we had senior sponsorship from the executive management team and senior managers in the design and formulation of the business case
- We established clear and realistic business and systems requirements. We engaged the business and internal suppliers to ensure the requirements met the business needs
- Developed a delivery, change and communication strategy as a value add to our delivery. This ensured that the business had a clear delivery path and was able to implement changes more effectively. This covered classroom based training, and e-learning.
- We prioritised our delivery to ensure that the requirements of high-impact user areas where delivered as priority over low-impact functional areas.

Our achievements

- The delivery of the 'Extension of VAT Registration Numbers Project': Our consultant role was to be part of the delivery team that implemented the preferred option for the extension of VAT numbers solution. As at the time of designing this solution, it was noted that the failure to deliver this project would mean an estimated negative impact of £7.5 billion on the UK economy
- VAT Reverse Charge Sales List (RCSL) Project: Our consultant led the delivery team that implemented the solution that discouraged the VAT [Carousel] fraud. The calculated savings to the UK economy was in the region of £2billion per annum
- Export Control Systems Project: Our consultant led an European Commission project – the aim of the project was to deliver an EU wide export trade messaging system.

For more information on our delivery services, do contact us.