

**Organisation:** The Office of the Revenue Commissioners of Ireland



**Overview:** The Office of the Revenue Commissioners was established by Government Order in 1923. The Order provided for a Board of Commissioners. The Board comprises a Chairman and two Commissioners all of whom carry the rank of Secretary General. The Chairman of the Board is also the Accounting Officer for Revenue. There are in excess of 100 Revenue offices countrywide with a staff compliment of over 7000 approx. The Mission Statement of Revenue is:

"To serve the community by fairly and efficiently collecting taxes and duties and implementing import and export controls."

**Number of Employees:** 7,000 approx

**Core Modules in Place:** CorePay, CorePay Business Intelligence, CoreExpense, CorePortal, CoreDBA

**Implementation Date of CorePortal:** 2007

**Challenge:** The Office of the Revenue Commissioners were conducting a large number of their HR functions manually, through paper based processes. Functions such as payslip distribution, overtime claims, expense submission and approval, and maintenance of bank details were all handled using paper. These manual tasks were placing a huge burden on the Revenue's HR and payroll departments and were resulting in erroneous payments and incorrect data.

**Solution:** The Revenue Commissioners have been clients of Core International since 1998 and because of this long standing relationship, looked to Core for assistance in

streamlining their HR process. Through consultation with the Revenue Commissioners, Core recommended that CorePortal be implemented, thus moving paper based tasks online and devolving much of the basic administration work to an employee level. In addition to the standard CorePortal functionality, Core developers designed functionality specific to the Revenue Commissioners unique individual processes. Improvements within the Revenue Commissioners are on going. Processes which are due to be automated in the near future include: Air Travel Orders, BIK, Claims for Public Holidays and Extra Attendance.

**Benefits:**

- The Revenue Commissioners were able to take advantage of Core's tradition in tailoring solutions to organisation's individual needs. As the business environment within the Revenue Commissioners changes, the Core solution adapts to fit evolving requirements. The Revenue have reaped the benefits of selecting a solution that can not only cater for their present needs, but will develop in line with their future requirements.
- By moving so many of their paper based processes online, the Revenue Commissioners have cut costs on paper and printing, reduced the administrative burden on their HR and Payroll departments and in doing so are playing their part in protecting the environment by decreasing paper consumption.
- In addition to improving speed and cutting costs, the Revenue Commissioners have improved the quality of their data. The newly automated processes included in CorePortal, mean that there are fewer opportunities for the human error which is intrinsically inherent in paper based processes.