

Architecting the future: Delivering a greenfield system for a post-Brexit HMRC



HM Revenue
& Customs

The Challenge

How to enable frictionless trade at UK ports and borders in time to meet the fixed Brexit deadline.

The Solution

To build a greenfield goods vehicle movement system for new logistics, with the first release delivered within eight months (during the first big Covid lockdown!)

Added Challenge

Suddenly we are all remote. We had to make it happen just at the cusp of the lockdown March 2020, where we were thrown into new ways of working.

Why?

- Both import/export controls at the UK ports required a complete overhaul by 1st January 2021.
- Post-transition; new checks, security, and processes were needed.
- This system had to have the ability to process the high load demand effortlessly to ensure success.

How?

- Bringing in the right team.
- Delivering with an Agile approach.
- Forming strong partnerships.
- Processing high volumes of complex data.

Results

- ✓ Frictionless move from the old to the new system without any cross-border disruption.
- ✓ Protected UK businesses and trade routes during Covid-19 pandemic.
- ✓ Delivered the planned features within the tight timeframe and on budget.
- ✓ Full roll-out of the system implemented ahead of 1st January 2021.
- ✓ System performance team were able to ramp down Hypercare 24/7 support six weeks earlier than expected, resulting in savings for HMRC.

Full case study available on request

