

Irish Tax Authorities Deploy Document Capture Solution from Inpute

Background – The Challenge

The Office of the Revenue Commissioners continues to process large volumes of postal correspondence on a daily basis. As part of their Customer Service charter, Revenue is committed to optimising the turnaround time for this correspondence. PAYE workers are by far the Revenue's largest customer base, and there is an ongoing commitment to improve service to these clients.

The Solution

Inpute Technologies work with Revenue to provide a solution including scanning software and associated hardware. This allows Revenue offices throughout the country to scan received documents such as letters and forms directly into a Revenue developed bespoke Integrated Contacts (iC) system (a central database of all contacts with Revenue), thereby providing office-wide online access to all correspondence.

The solution deployed is based on the Inpute Capture Module (ICM) and Bowe Bell + Howell Spectrum and Truper scanners, and offers a robust scanning solution enabling users to quickly scan data directly into backend workflow systems. The high-speed scanners are now installed in 17 sites right across the country. The solution has proven to be very reliable and efficient, allowing Revenue to scan over 2.54 million documents in 2008, up from only 712,000 in 2005!

Building on this success, Inpute expanded the functionality of the system by integrating an ICR/OCR (handwriting reading) solution that they had previously supplied to Revenue. For a selection of forms, the system now automatically extracts and validates PPS numbers from handwritten correspondence, allowing automatic indexing of these documents and instant routing to the appropriate workflow queue.

According to Pat Hubbard, [iC Project Manager], *'We chose Inpute because of their experience and because they could provide a full solution; a one-stop-shop for all the necessary hardware and software that could be tailored specifically to our needs. And it has proven to be a very good value-for-money solution.'*



Summary

- Office of the Revenue Commissioners are the tax and customs authorities in Ireland
- Scanning and OCR/ICR (handwritten recognition) solution provided by Inpute Technologies
- Capture solution deployed in 17 sites across the Republic of Ireland
- System scanned 2.5 million in 2008
- System includes automated data extraction and validation of data from forms

Solution

Solution deployed by Inpute Technologies is based on

- Inpute Capture Module (scanning software);
- Bowe Bell + Howell Spectrum 8080, 8120 and Truper scanners
- Autonomy Cardiff TeleForm (forms Processing software)

The Benefit

With 23 scan stations in 17 disparate offices throughout the country and about 1,400 Revenue staff using the system it has greatly enhanced Revenue's ability to process claims and queries promptly.

The system allows case workers anywhere in the country to access the correspondence from any client at the touch of a button, without the need to refer to a paper file.

'For us that was a huge benefit,' says Mr Hubbard, 'that our case workers can access correspondence regardless of the point of entry.'

The main benefit of this streamlining is speed. *'Because of Inpute's solution, we are achieving a far better service for our clients, with much faster turnaround times,'* Mr Hubbard adds.

'The information is right there on the screen,' he says. *'If a client asks, "Did you receive my form?" or something like that, the operator has the answer immediately.'*

He also points out that generating reports is much easier with the new system.

'We can generate real statistics in real time. It lets us compare our performance across the organisation and target resources appropriately'

The Future

Mr Hubbard says that the Office of the Revenue Commissioners has ambitious plans for the continuing improvement of service to clients, and scanning and OCR solutions are an integral to those plans. It is intended to adopt a similar approach to other tax headings within Revenue (income tax, capital gains, etc) as was adopted in relation to PAYE workers.

In parallel to this, Revenue is looking to exploit scanning technology to higher degrees, such as incorporating bar codes into form design.

'The vast majority of people are tax compliant,' he says, *'so our ultimate goal is to move tax experts off of mundane manual paper processing tasks and onto risk management, auditing and compliance, where they can be most effective. Inpute's solution will be integral to making that happen.'*

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