

Time-tested transition approach makes system overhaul less taxing

Australian Taxation Office delivers new tax system and extends its service reach

eds.com



AUSTRALIAN TAX OFFICE

- As it prepared to implement the biggest change ever made to Australia’s tax system, the Australian Taxation Office needed to bolster its IT and telecommunications capabilities, add 50 new offices and support thousands of remote field officers.

The ATO recognized EDS with an award for successfully providing the infrastructure platform and operating environment to support the tax reform project.

“We knew we only had a year to implement an all-new infrastructure, transition service delivery and deploy the new tax system. Missing the July 1 deadline wasn’t an option.”

Mike Smith
ATO Client Delivery Executive
EDS

The business issue

To implement a new goods and services tax (GST) by the mandated deadline, the Australian Taxation Office (ATO) recognized the need to simultaneously overhaul and expand its IT infrastructure. It sought an experienced, full-service provider who could master the implementation and take over delivery of IT services.

Our approach

- Implement IT infrastructure services for more than 100 offices and 3,000 field officers
- Boost telecommunications and computing capabilities
- Assume responsibility for maintaining the ATO’s IT infrastructure
- Collaborate with the ATO and its other partners to deliver the new tax system

How it worked

- The new GST system rolled out on time
- 50 new ATO offices began delivering tax services
- Enhanced capabilities and connectivity help the ATO deliver consistent services to 18 million Australians
- The ATO can keep its focus on its legislative, business and human resource imperatives



Technology

The ATO operates in a distributed environment across more than 100 offices in Australia. All offices are connected through a nationwide network.

- 24,000 PCs
- 26,000 voice handsets
- 1,900 MIPS mainframe capacity
- Secure mobile computing infrastructure supporting 3,000 field staff
- 600 application servers
- PM2
- Account Delivery Toolkit

Services featured

- Network Management
- Midrange Management
- Mainframe Management
- Managed WorkSpace

“The award from the Commissioner of the Australian Tax Office is especially significant when you consider that the ATO implemented the GST just one year after EDS assumed responsibility for the ATO’s IT infrastructure.”

Sheelagh Whittaker
Enterprise Client Executive
EDS

Legislation mandated massive changes in Australia's tax infrastructure

It was the biggest change in taxation in Australia's history. In mid-1999, the Australian Taxation Office (ATO) was preparing to implement a goods and services tax, due to be introduced July 1, 2000. Recognizing that the legislation would compel extensive changes to its business systems, the ATO seized the opportunity to upgrade its older IT infrastructure, expand its mobile computing capabilities and open dozens of new office locations at the same time.

ATO faced a three-fold challenge: find a full-service provider to implement and manage the new IT infrastructure, transition service delivery responsibility to the new provider, and prepare to deliver the new tax system—all before the July 1 deadline. And, since legislation was being developed concurrently with system development, infrastructure flexibility was a must.

EDS came through with smooth transition, expansion and implementation

The ATO selected EDS to provide the necessary IT infrastructure services. EDS' proven transition approach ensured an efficient and effective transition of IT responsibilities from the ATO to EDS in less than three months. EDS also helped establish 50 new offices and deployed the mobile infrastructure needed to support 3,000 field officers. And EDS significantly boosted the ATO's telecommunications, mainframe computing and midrange computing capacity, plus replaced nearly 14,000 older PCs.

A joint team of ATO and EDS people managed the changes, with EDS accessing its Australian and global skills and expertise to build and maintain the new infrastructure.

EDS helped the ATO focus on its core functions

On June 24, 1999, EDS assumed responsibility for delivering the ATO's IT infrastructure services. Just one year later—on July 1, 2000—the ATO implemented its new tax system, right on time. By relieving the ATO of much of its IT burden, EDS allowed the ATO to focus on its core functions of developing the legislation, business systems and people required to implement the new tax system. What's more, EDS' efforts garnered a special award from the commissioner of the Australian Taxation Office—the only external supplier to be so recognized.



Contact

EDS
5400 Legacy Drive
Plano, Texas 75024-3199
phone: 1 888 889 1392
visit: eds.com
e-mail: info@eds.com

