



MINISTRY OF SMALL BUSINESS AND REVENUE, BRITISH COLUMBIA, CANADA

The Ministry of Small Business and Revenue in British Columbia, Canada, supervises fair, efficient, equitable revenue and debt collection to support public services for British Columbians. With 40 legacy programs in operation, it asked EDS Canada to reengineer its business processes based on the SAP® Public Sector Collection and Disbursement application.

AT A GLANCE

Outsourcing Objectives

- Enable the significant organizational transformation the Ministry of Small Business and Revenue of British Columbia, Canada, required to meet its revenue and customer service improvement objectives
- Provide EDS Canada with the operational control necessary to achieve sufficient financial benefits to fund the transformation

Scope of BPO Project

Revenue cycle management based on the SAP® Public Sector Collection and Disbursement (SAP PSCD) application

Why EDS/SAP?

- EDS Canada has track record with large-scale government projects and implementation expertise with SAP platforms
- SAP solution has functionality required to streamline how the Ministry collects revenue and provides a single constituent view of obligations via different service channels, helping maximize taxpayer compliance

Project Highlights

- 40 revenue programs running on a variety of platforms transformed and moved to SAP software landscape in stages
- Well-managed employee transition resulted in dramatic operational improvements

Key Benefits

- Projected financial net benefit: CAD \$382 million (approximately €251 million)
- Dramatic customer service improvements
- Reduced default rates and bad-debt expense

Customer Web Site

www.rev.gov.bc.ca

Industry

Public sector

BPO Provider

EDS Canada

BPO Provider Web Site

www.eds.com

SAP Solution and Services

SAP PSCD

Existing Environment

40 disparate legacy systems

“EDS and SAP are working together to provide a state-of-the-art and integrated solution that will deliver reengineered processes and the capability to significantly improve customer service and revenue realization levels.”

Howard Thomas, Executive Director,
Ministry of Small Business and Revenue,
British Columbia, Canada



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