

TRANSFORMING DIGITAL DELIVERY

OVERVIEW

BrightBox has worked closely with HMRC for over four years, providing the necessary skills to deliver key programmes such as 'Making Tax Digital' and the 'Government Gateway'. The partnership started at HMRC's flagship digital delivery centre in Newcastle and expanded to support projects across the UK. This case study highlights the successful collaboration between HMRC and BrightBox in transforming digital delivery and upskilling permanent staff.

ABOUT HMRC

HM Revenue and Customs (HMRC) is a non-ministerial department of the UK Government responsible for tax collection, administering benefits, and enforcing financial regulations. HMRC has implemented digital delivery centres to streamline processes, improve customer experiences, and ensure secure, high-quality digital products.

CHALLENGE: UPSKILLING STAFF AND IMPLEMENTING AGILE SCRUM

HMRC required comprehensive support in implementing an Agile Scrum-focused development process and upskilling permanent staff members. This included hiring highly technical developers, testers, architects, business-centric BAs, product managers, and scrum masters, as well as design-focused user experience, content design, and user research professionals.

SOLUTION: PARTNERING WITH BRIGHTBOX

BrightBox provided over 100 team members across various HMRC sites, operating under both Contingent Labour and Service-based models. The partnership helped ensure security clearance and checks were completed to the highest standards. BrightBox played a significant role in upskilling HMRC's permanent staff members and transitioning to an Agile way of working.

RESULTS AND TESTIMONIALS

BrightBox's commitment to delivering quality services and skilled professionals has solidified its reputation as a reliable partner for HMRC. The continued demand for BrightBox's services is a testament to their performance.

Peter Walsh, Digital Delivery Centre Lead at HMRC, praised BrightBox's efforts:

"BrightBox have provided us with people from day one and continue to demonstrate commitment and dedication to delivering on this transformational journey for HMRC. They continue to source skilled people that cover all of our roles."

Peter Walsh, Digital Delivery Centre Lead at HMRC

"It has been, and continues to be a great pleasure to help HMRC throughout their journey and to operate at the cutting edge of digital delivery in partnership with them."

Stuart Houghton, CEO, BrightBox Group

