

Irish Tax and Revenue

The organization responsible for Tax and Customs collection in The Republic of Ireland



The Need For IT Monitoring

The Irish Tax and Revenue Service is the organization responsible for Tax and Customs collection in The Republic of Ireland. As a result they needed a monitoring system they could trust when tasked with deploying a new online customs and excise service that demanded continual operation of their computer systems.

Why Opsview?

Opsview's monitoring tool was chosen as it would provide an in-depth, single view of all areas of the Irish Tax and Revenue estate. Furthermore, Opsview's ease of reporting and user friendly interface made it an easy choice to manage increasingly complex IT environments.

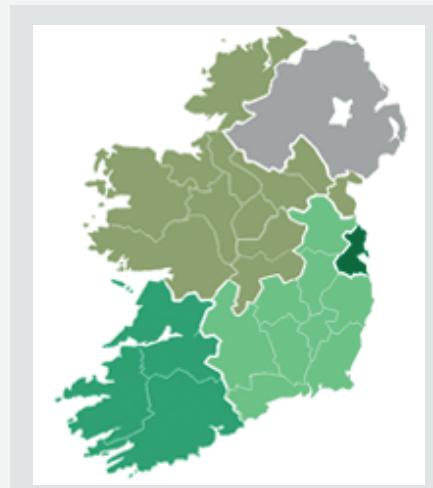
Deployment and Result

The solution was hinged on the monitoring of the Revenue's custom developed software. This ran on a combination of multiple technologies handling incredibly large data-sets. A successful pilot was conducted before completing a live roll-out later in the year.

About

The Irish Tax and Revenue's core business concerns the assessment and collection of taxes and duties. Their mandate derives from obligations imposed by statute and by government and is driven by Ireland's membership in the European Union.

There are in excess of 110 revenue offices across the Republic of Ireland with a staff complement of just over 5,700.



Industry: Government
Location: Ireland, EU
Employees: 5,000-10,000



The Challenge

The Irish Tax and Revenue were in the process of deploying a new online customs and excise service that demanded true 24x7 operation of their computer systems. The Irish Revenue selected Opsview to provide monitoring of this critical application.

The Solution

A heavy emphasis was placed on monitoring the Revenue's custom developed application software. This ran on a combination of Sun hardware, Oracle Weblogic enterprise Java platform and an Ingres relational database. Analysis software was developed to process the large volumes of runtime data generated by the system – allowing problems to be identified before they affect system users.

A successful pilot was completed in January 2007 and live roll-out completed during May 2007. Installation of Opsview in their disaster recovery site was performed in parallel to the live system.

The Deployment

An estimated saving of €350,000 was made in software licensing costs by choosing Opsview over a proprietary alternative that was being considered. The open source history of Opsview Enterprise allowed necessary customizations to be made quickly and cost effectively. Opsview provides ongoing technical support to ensure The Irish Tax and Revenue continue to derive full value from their Opsview system.

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