



Enabling the Registry World Since 2002



## CASE STUDY

RegSys Powering the Irish Charities  
Regulator



### OVERVIEW

Enterprise Registry Solutions Limited (ERS) specializes in the development of software for the registry world. The company's core product, RegSys, is used internationally to power modern, efficient, and effective registries. In 2017, following an open procurement procedure, the Irish Charities Regulator (the "Regulator") appointed ERS as the registry technology provider to replace its existing IT system and deliver a fully integrated IT solution to manage all aspects of the Charities Regulator's business.

### THE CHARITIES REGULATOR

The Regulator is responsible for the registration and regulation of all charities that carry out activities in Ireland. It was established in October 2014 to regulate Ireland's charities in accordance with the Charities Act 2009. The Regulator delivers effective and robust regulation and protection which is transparent, accountable and proportionate, targeting resources and effort at the areas of highest risk.

### OBJECTIVES AND CHALLENGES

In 2016, the Regulator had set a strategic objective to develop the organization as an effective and efficient independent regulatory authority that will be enabled by an IT system capable of maximizing the use of digital services for all client facing functions. The Regulator also wanted to consolidate and further develop the Register of Charities for greater availability of information on registered charities to donors, beneficiaries and the general public. This work will help to strengthen the accountability of the charity sector and provide a valuable source of information to support confidence through transparency.

The Regulator wanted to become a data empowered organization through digitization, automation and the optimization of analytics and reporting, with its data accessible to authorised staff in a controlled environment to promote business intelligence and data driven regulation.

The key challenges were identified as the lack of systems integration, reporting capabilities and manual workflow management. The existing legacy IT system was a complex solution comprising of several disparate modules. Several spreadsheets were used to store information and supplement procedures across business areas, with some ancillary legacy operations remaining as fully manual processes.

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### SOLUTION

The Regulator adopted a cloud-based deployment of RegSys to provide a fully integrated registry platform to support business operations. RegSys provided the ideal solution with out of the box modules that were configured and customized to fulfil the requirements of the Regulator.

RegSys solution highlights include:

- Configuration providing full digital capabilities to the Regulator, delivering online registration, reporting and compliance through an IT system that is fully compliant with the Charities Act 2009.
- A complete range of integrated components based on a modern service-oriented architecture with the ability to integrate with third-party applications through SOAP and REST based APIs.
- Customization of the RegSys Customer Services Portal module to deliver full charity lifecycle management through a secure and intuitive user interface, giving administrators an efficient channel to communicate with the Regulator and complete their legal reporting obligations.
- Deployment of a comprehensive Back Office module to support the oversight of automated processing, manual processing and reporting in a controlled environment with full audit capability.
- Fully integrated Enforcement module deployed to facilitate issuing of reminders to charities of their filing obligations and identification of charities that are not in compliance.

By implementing a cloud-based solution, the Regulator benefits from a robust environment that is designed to be highly secure, resilient and scalable to effectively meet the Regulator's business needs.



*"We found the process of working with ERS to be an extremely supportive and constructive partnership. ERS has seamlessly delivered a fit for purpose IT solution ("RegSys") that has significantly increased the effectiveness and efficiencies of the Authority's role in managing and administering charitable trusts and charitable organisations operating within the State.*

*RegSys satisfies the public need in providing charity information on the public register in a transparent; informative; relevant; and timely manner. RegSys is supporting our objective to increase stakeholder confidence within the sector."*

**John Farrelly, CEO, Charities Regulator.**

### CONTACT US

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