



TAXES COLLECTED 80% FASTER WITH SOFTWARE AG SOLUTION

Challenge

The Department of the Treasury of the Commonwealth of Puerto Rico has three main applications for the collection and management of taxes: ARBITRIOS for the calculation of taxes, PRITAS for the management of corporate taxes and REFO for processing individual taxes. The challenge is to provide a single view of the taxpayer through a Web portal that integrates data from all three main systems.

Solution

A new Web portal—called SISCON—integrates all three systems to deliver a single view of the taxpayer. SISCON was developed using a combination of Software AG's webMethods EntireX, webMethods ApplinX, Tamino and Natural.

Benefits

- Higher efficiency with fewer personnel in the computing center
- Taxes are collected 80% faster
- 40% more transactions processed
- Reduced operating costs by 40%
- Improved service to citizens
- Much higher departmental productivity



Puerto Rico has one of the most dynamic economies in the Caribbean region. The Puerto Rico Department of the Treasury manages taxation across the commonwealth. The tax agency has been a Software AG customer since 1985 and runs the ARBITRIOS application for calculating taxes on Adabas and Natural.

Get There Faster.™

“The Software AG technological platform has allowed us to build, maintain and integrate our systems in accordance with Public Administration dynamics, with the speed and efficiency required for providing a good service to taxpayers. On our busiest days, we process 40% more transactions and collect taxes 80% faster.”

Antonio Lozada Fela | IT Manager & Consultant | Department of the Treasury of the Commonwealth of Puerto Rico

Evolution instead of revolution

On the Island of Puerto Rico, three main systems are used for the collection and management of taxes:

- ARBITRIOS is the system responsible for the calculation of taxes applicable to all articles imported to the island, including goods, vehicles and food products. It was developed using the Adabas/Natural platform.
- PRITAS is the system responsible for the collection, payments and reconciliation of corporate taxes, and was developed using the COBOL II/CICS/DB2 platform.
- REFO is the system responsible for processing individual taxes and was developed using the COBOL II/COBOL-VS/CICS and VSAM platforms.

The Treasury Department was looking for the tools to carry out an application integration, which would allow the agency to have a single view of the taxpayer through a Web portal. This new integration platform was also needed to provide higher efficiency in managing department records. The solution would have to maintain and improve existing investments, re-using the Natural and COBOL application code. The solution also would need to support a technological evolution—rather than a revolution that would completely alter existing IT assets. The responsible specialists wanted to re-use and modernize their legacy systems, little by little, without having an impact on the daily performance of their operations. In cooperation with Software AG, the new system was introduced, and it now integrates and modernizes the processing of tax returns and tax payment collection on the island.

One platform, multiple benefits

The new Web portal developed with the help of Software AG’s products is called SISCON and uses Visual Studio .NET-C# for the creation of the front-end or presentation layer of the applications. webMethods EntireX was used as a central part of the solution because it provides integration up to 10 times faster than traditional technologies and eliminates up to 80% of traditional coding requirements with flexible, graphical point-and-click capabilities. webMethods EntireX provides a comprehensive infrastructure for the solution to create a Service-Oriented Architecture (SOA) that integrates business processes, both within and beyond the boundaries of the Treasury Department. Using EntireX’s advanced integration technology, the system connects with the mainframe systems by means of an enterprise service bus made up of Web services generated in Natural and COBOL.

Software AG’s Entire Screen Builder and Tamino function as a Universal Description, Discovery and Integration (UDDI) repository. Tamino enables the Treasury Department to leverage the value of XML in order to improve information access. Furthermore, it enables multi-channel delivery and the exchange of data with disparate partners and applications. The product and its associated services found their place right in the heart of the Treasury Department’s new Web-based and Web-enabling IT infrastructure. As a result, the Treasury Department has increased productivity while also significantly reducing operating costs. Also, tax payment services have been improved by reducing information search time and by providing an external portal for public and general use.

KEY COMPONENTS

Application Modernization

webMethods EntireX optimizes system integration capabilities.

Entire Screen Builder, Tamino and Natural enable multi-channel information delivery and quick data exchange.

ABOUT SOFTWARE AG

Software AG’s 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers’ goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

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