



## STATE DEPARTMENT OF TAXATION BANKS ON SOFTWARE AG SOLUTION TO MANAGE BILLIONS IN TAX REVENUE

### Challenge

The reliable processing of billions of data records that represents literally billions in tax revenue is a major challenge for the Bavarian Federal State Department of Taxation—a challenge that can be compared only to that of a large bank.

### Solution

To automate these mission-critical processes, the government's computer center RZ Nord chose Entire Operations, a core product of Software AG's Entire Systems Management portfolio. Entire Operations enables RZ Nord to keep a tight rein on processes. As a job scheduler, it controls and oversees all batch and cross-platform server applications.

### Benefits

- Higher processing efficiency with fewer personnel—now two shifts needed instead of three
- Greater than 99% success quota across 52,000 process networks
- One solution supports cross-platform job scheduling (BS2000/OSD, Linux, Solaris and Windows)
- Robust processing around the clock, 365 days a year
- Time and/or event-controlled processing with simultaneous control of available computer resources (IT workload automation)
- Efficient automation of routine IT tasks across all available processing resources
- Reliable daily computation of 30 taxation types—with up to 300,000 processed data records per individual taxation computation



The RZ Nord ([www.rz-nord.lfst.bayern.de](http://www.rz-nord.lfst.bayern.de)) of the Bavarian Federal State Department of Taxation is responsible for Information Technology and Communications. It's one of two state computer centers in Bavaria. Because of its extensive resources and IT know-how, the computer center RZ Nord now serves not only the government's taxation department but also other government departments.

Get there faster.™

**“Even though we have reached a success quota above 99 percent due to the automation via the job scheduler Entire Operations, we can continue tuning to make further process improvements.”**

Helmut Keim | Office Manager for Automation and Standardization and ITIL Project Manager | Bavarian Federal State Department for Taxation Computing Center

## Highly automated production keeps mass data flowing

Reliability simply cannot be compromised for RZ Nord. With 8 million personal and corporate income tax cases as well as taxation of more than 12 million motor vehicles, it's hard to imagine the massive amount of resulting data that in turn have to be effectively and reliably managed, controlled and processed.

Batch processing plays a central role without which the administration, processing and delivery of billions of data records for the assessment and collection of taxes would never be possible. The volume is so high it could never be mastered with dialogue applications or procedures. Incoming data from 107 tax and revenue offices covers all possible taxation types. The data is processed via 1,300 different Entire Operations networks, which are based on the different business processes. Each of these networks consists of up to 50 or more jobs and employs at least one or more of some 10,000 control programs.

Quality and reliability are of the utmost importance. Helmut Keim, project manager, explained: “During application development, the quality of individual application programs is a must, whereas in the computer center, we must consider the various essential conditions and dependencies between the individual procedures, programs and resources of the production environment.”

## Reliability coupled with controllability

Flexibility is also critical because production processing is subject to deadlines, holiday regulations and delivery agreements with the data-exchange partners. At the same time, multiple logical dependencies between various networks and jobs must be taken into consideration. One example is the close relationship between tax assessments and the accountability of the tax offices regarding taxes to be collected and amounts to be reimbursed.

## Cross-platform processes

RZ Nord relies on Entire Operations to administer and control cross-platform production processes. Complex production process dependencies are defined in sets of rules. Then the networks become almost self driven, controlling and steering the processes while solving or adjusting emerging error situations automatically.

This functionality enables RZ Nord to achieve a high level of automation and reliability and to extend the automation around the clock, 365 days a year. During the day, the batch processing runs parallel to online operations and, at night, highly complex procedures are processed without any operational staff. “With approximately 52,000 process networks per year, the success quota is more than 99 percent and it's nevertheless possible to tune the network operations for further process improvements,” Keim said.

Prior to the introduction of Entire Operations, dependencies in job scheduling were managed primarily manually. As a result, three working shifts were needed in the computer center. Now, with the high levels automation made possible by Entire Operations, only two working shifts are needed, offering a significant economic benefit to RZ Nord.

## KEY COMPONENTS

Entire Operations is part the Entire Systems Management portfolio for computer center automation in distributed environments. The solution Entire Systems Management:

- Offers a modern user interface
- Offers full control over computer center resources and services
- Enables automatic scheduling of tasks and event-controlled batch-processing
- Optimizes output organization and print processes
- Supports additional output channels

## 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 forty-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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