



STATE TAXATION DEPARTMENT MAKES PRINTING “LESS TAXING” WITH SOFTWARE AG SOLUTION

Challenge

Letter correspondence with citizens is a major daily task for the staff of the Bavarian Federal State Department of Taxation. Providing the content for all letters is the primary challenge but then these letters must be printed, enveloped and dispatched in a timely way. Altogether, it's a manually intensive task for the 16,000 tax clerks.

Solution

To streamline operations, the department's computer center RZ Nord has developed a multi-client-enabled service, which centralizes printing using Software AG's Entire Output Management. With this service, the tax clerks send locally composed letters directly from their PC office software to the high-volume printing center in Nuremberg for printing and dispatching. The solution not only saves time and money but also enables RZ Nord to make better use of existing IT investments.

Benefits

- Fast and measurable return on investment
- Reduced workload for the local taxation staff
- The entire output process is secure and comprehensively traceable
- Optimal utilization of existing IT infrastructure
- Increased flexibility through additional output channels, such as e-mail, portals and archive facilities



The RZ Nord (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.™

“Our basic service offered for decentralized locations allows automatic electronic processing and subsequent handling of correspondence. This is an attractive possibility not only for the government taxation department to lower administration costs but also to efficiently re-organize their operational processes.”

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

Uncovering a cost-saving opportunity

Even for one tax clerk, printing letter after letter to citizens—and then putting those letters into envelopes and mailing them out—is a time-consuming task. Multiply that task by 16,000 tax clerks across the whole of Bavarian and it results in enormous costs. RZ Nord recognized that if only a portion of these letters could be processed automatically, immediately after they’ve been composed, the taxation department could reduce costs and, at the same time, utilize staff’s time more efficiently. If each tax clerk uses this service for just a single letter every other day immense costs will be saved.

Leveraging existing IT assets

RZ Nord worked with Software AG to develop a solution that leverages proven technology with which the RZ Nord has years of experience—Entire Output Management computer center software as well as that of the government’s high-volume printing center. The center’s high-performance systems can print up to 126,000 pages and stuff 45,000 letters into envelopes in an hour. What’s more, its operations can be expanded seamlessly and with ease.

Entire Output Management is a part of the Software AG’s Entire System Management portfolio. The software acts as an automated electronic turntable between arbitrary programs and spool systems, which process and distribution print data. To tailor the varying demands on output processes, time- and event-controlled sets of rules can be used to specify when which printing orders with what contents are to be processed and dispatched via which channel. Special filter functions enable documents to be separated and then collected in defined bundles before further processing—regardless of document’s origin, creation time or when the process was initiated.

Centralized printing with local control

Here’s how it works: A tax clerk initiates the specialized output-service provided by the RZ Nord simply by clicking on the “central printing” function within his/her office software. Subsequently, a file with the text and visual contents of the letter, together with the necessary meta-data for controlling further processing of the document, are generated in a XML format and handed over to Entire Output Management. By means of a Web application, the tax clerk can then view the status and progress of the output of the documents. If necessary, the clerk also can abort the process before any printing begins.

The functionality of Entire Output Management goes beyond the pure process of printing output. Its archiving facilities offer tremendous potential, for example, when used with event-controlled processes. In RZ Nord’s case, the computer center combines the functionality of Entire Output Management with the job scheduler Entire Operations, also a part of the Software AG Entire System Management portfolio.

The combined implementation involves more than 50,000 Entire Operations networks, which are run each year to handle high demands during the central assessment and collection of duties and taxes. In fact, the results of batch runs can now be maintained via Entire Output Management as auditable reports, which can be archived and/or automatically transferred to the respective tax clerks as HTML-formatted documents. These documents can be presented via an internal portal instead of being printed on paper, thus offering further potential for optimization.

Expanding output channels

Office and Project Manager Helmut Keim of RZ Nord remarked on the merits of Entire Output Management—in particular, its ability to use

high-end printing systems as well as other output channels, such as e-mail, portals or archive systems. “Together with the advantages of traditional printing processes, which we can develop and establish in a very fast fashion, we can also establish and offer long-term, future-oriented solutions, which will also cover and fulfill the emerging requirements of e-government.”

KEY COMPONENTS

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

- 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, such as e-mail and portals

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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