



CUTTING BUREAUCRATIC RED TAPE WITH A FLEXIBLE AND MANAGED SOA

Challenge

To make doing business easier in Denmark, the Danish Commerce and Companies Agency (DCCA) needed to streamline their business registration processes, ease reporting procedures and improve service levels. At the same time, DCCA needed to meet annual budget reduction targets, manage growth and maintain quality. They also wanted to gain visibility over their many systems and projects without increasing their staff.

Solution

DCCA implemented a Service-Oriented Architecture (SOA) to manage, govern and communicate services and relationships. Using CentraSite™ and webMethods Tamino, they transformed their system silos into a modern SOA that supports open source and provides high-performance XML document management capabilities. Now DCCA can manage service and application lifecycles, promote service reuse, maintain quality and improve communication.

Benefits

- Effective governance across their heterogeneous IT landscape and external partner interactions
- Increased business agility and ability to respond to legislation changes
- Achieved 90% reuse of functionality using SOA Governance
- Almost 70% of all business registrations are now handled electronically



The Danish Commerce and Companies Agency (DCCA), part of Denmark's Ministry of Economic and Business Affairs, is responsible for business registration and legislation administration.

Located in Copenhagen, DCCA manages the Central Business Register, serves as the liaison between Danish and EU governmental agencies and has close to 275 personnel.

Get There Faster.™



“Software AG has been easy to work with and has responded swiftly to our needs; this combined with using a standard product has given us the best of two worlds — and a better alternative to developing it ourselves.”

Nils-Bro Müller | Senior Advisor to the CIO | Danish Commerce and Companies Agency

Cutting bureaucracy for better business

As a strategic unit of the Danish Government, the Danish Commerce and Companies Agency (DCCA) has a straightforward ongoing objective: make business easier for companies operating in Denmark. DCCA plays a central role as they are responsible for the Central Business Register (CVR), which contains data on all businesses in Denmark. They also monitor Virk.dk, the online business portal that provides businesses a single point of access to the public sector.

Besides managing business applications, registrations and changes, DCCA is responsible for business legislation administration, collection and publication of company information and annual reports, and coordination of real-time data exchange between governmental agencies both within and outside Denmark. They measure the administrative burdens of all business regulation, whether national or international, and conduct impact assessments. DCCA also coordinates efforts to promote digital services and to simplify information flows between businesses and governmental authorities.

To help meet the Danish Government’s commitment to reduce the administrative burdens on businesses by 25% in 2010, DCCA had some tough challenges to address. They needed to reduce average business registration times and case handling costs, increase service levels, manage growth and meet annual budget reduction targets while maintaining both quality and current staffing levels. In addition, since DCCA has 30 to 40 active projects at any given time and a very lean organizational structure, they need to rely heavily on external partners and vendors for software application development.

DCCA wanted a solution that would provide them visibility, transparency and interoperability across their many systems and projects. They needed an enterprise-level approach that would integrate their systems into one comprehensive and unified IT infrastructure. In addition, they wanted support for open source and open standards so they could maintain vendor independence. And they needed a smooth and easy integration to realize fast results. DCCA’s key factors for success were flexibility, reusability and improved communications.

Realizing business flexibility with SOA

DCCA’s systems and applications had undergone many modifications over the years. Evolving technologies and implementation practices, combined with ever-present budget and time constraints resulted in an application landscape that was inflexible and expensive to maintain. DCCA had nearly 30 major applications spread across multiple systems. Some were rather new while others were close to 25 years old. Not only difficult to use and administer, each was a silo with its own non-standard, hard-coded interface and lacked reusability. DCCA’s challenge was to transform this landscape to meet their current and future business needs by seamlessly integrating their systems and applications, standardizing access to the underlying data and promoting reusability.

To gain transparency and control, DCCA’s “New Architecture” was designed with a standard, services-based approach using a Service-Oriented Architecture (SOA) infrastructure. In this way they could easily manage, govern and communicate available services and service-to-application relationships, and maximize their reuse potential. Together with their trusted partners Capgemini,

and Sirius IT, DCCA selected CentraSite™ combined with webMethods Tamino to transform their systems into a modern SOA with high-performance XML document management capabilities. As Rasmus Knippel, architect on DCCA’s SOA Governance Project and Capgemini Denmark consultant related, “With DCCA we looked for a practical solution that could be implemented rather painlessly while still fulfilling the need to maintain a complete overview of the architecture — and CentraSite™ was the right solution.”

The “New Architecture” is a multi-year project that implements SOA step-by-step across DCCA’s core applications. CentraSite™ and webMethods Tamino are integrated seamlessly in the open source-based environment along with JBoss components, JBoss Portal and the Mule ESB. CentraSite™ stores all their XML schemas, business rules, web services and WSDL. And because CentraSite™ was implemented in the initial phase, DCCA has been able to take advantage of powerful governance capabilities, policy enforcement, rules management and service reuse right from the project start. Their development process has changed as a result; now developers first check CentraSite™ to see if a service exists and can be reused. This has helped DCCA achieve some impressive service reuse metrics — up to 90% in some cases.

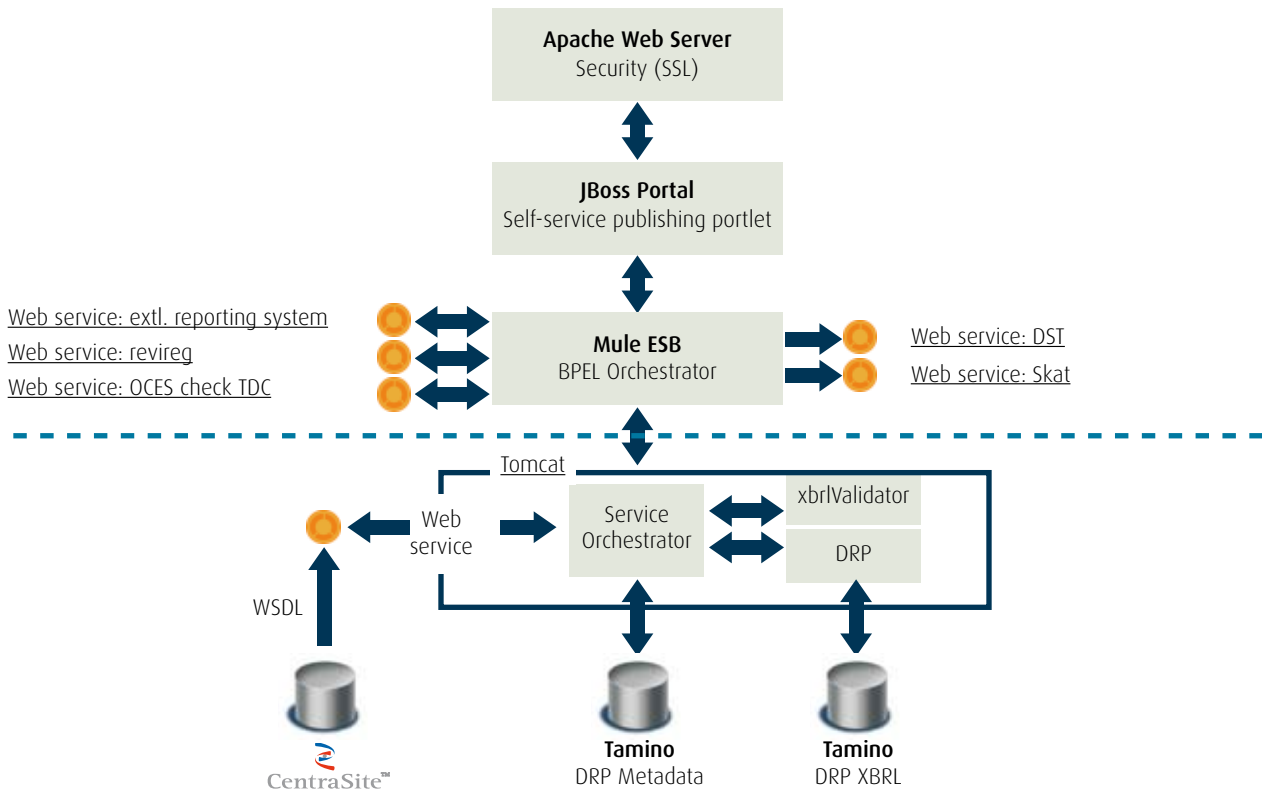
Three DCCA core digital solutions are already in production in under 18 months: the Nutrition Base, CVR-online for business registrations and the Digital Reporting Platform (DRP) for annual report submissions. The Nutrition Base connects DCCA directly with the tax authorities, has reduced administrative burdens on staff and improved interdepartmental communications and response times.

CVR-online is a self-service internet application where Danish businesses register and make updates to their business profile. Changes made here are automatically reflected in the Central Business Register (CVR). The process is quick and effective, reducing average registration times, improving data quality and making instantaneous registration possible in specific cases. Now almost 70 percent of all business registrations are handled online via CVR-online.

With the Digital Reporting Platform (DRP), businesses upload, review, approve and digitally sign their annual financial reports via the web. Now DCCA can offer its clients maximum flexibility, because with DRP businesses can present their information in the way they choose. The reports are digitally stored and published in an XBRL format using Tamino and CentraSite™. The information these reports contain is sent directly to other governmental agencies and financial institutions—as data—not just a pdf file.

As Nils-Bro Müller, Senior Advisor to the CIO, explains “We had tried for 10 years to do this. This is the first solution that actually works. And this is the most advanced end-to-end digital XBRL solution on the exchange today.”

DCCA’s Digital Reporting Platform (DRP)



Blueprint for the future

Using a Service-Oriented Architecture (SOA) with governance has brought great results for DCCA: their application development is much faster than before, their agility and response to legislation changes has significantly been improved and feedback from clients and other agencies is very positive. Says Nils-Bro Müller, "Our customers are telling us — this is what they want." The significant visibility and control gained has allowed DCCA to:

- Increase their business flexibility and responsiveness
- Manage information better between local and central authorities
- Achieve a high-degree of interoperability and service reuse
- Realize effective implementation and maintenance using outsourced development staff
- Communicate easier with partners and clients
- Establish and support Service Level Agreements, enforce policies and perform sophisticated dependency and impact analysis

"With Software AG's technology we can fulfill our vision to be an agile partner for both the Danish business community and our colleagues in the administration. Now we can serve our clients better and faster," states Nils-Bro Müller. Using the SOA foundation DCCA has established, they anticipate that they will be able to transform their remaining 20+ siloed applications into core digital services over the next two to three years. Effective SOA Governance for transparency, flexibility and reusability: it's DCCA's blueprint for their future.

IMPLEMENTATION PARTNERS



Capgemini, Software AG's implementation partner and 12th-ranked global enterprise in Software and Services, is headquartered in Paris, France. They operate in more than 30 countries with over 83,000 consultants in North America, Europe and the Asia Pacific regions. Capgemini helps clients deal with changing business and technology issues with a wide range of solutions within 4 key focus areas: Consulting Services, Outsourcing Services, Technology Services and Local Professional Services.



Sirius IT has 400 employees spread across Denmark, Norway and Sweden. Their focus is on delivering value-adding IT solutions to the public sector as well as chosen businesses in the private sector. Sirius IT delivers services in consultancy, system developing, integration, processes, support, product development and software.

KEY COMPONENTS

CentraSite

CentraSite, the comprehensive SOA governance and lifecycle management platform, gives DCCA the optimal balance between agility and control for their SOA.

webMethods Tamino

webMethods Tamino is a high-performance XML Server for storing, managing, publishing and exchanging DCCA's XML documents in their native format, based on open-standard Internet technologies.

Take the next step to get there – faster.

ABOUT SOFTWARE AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve business results faster by modernizing, automating and improving their IT systems and processes to rapidly build measurable business value and meet changing business demands. Using our solutions, organizations are able to liberate and govern their data, systems, applications, processes and services - achieving new levels of business automation and transparency.

Our industry-leading product portfolio includes best-in-class solutions for managing data, developing and modernizing applications, enabling service-oriented architecture, and improving business processes. By combining this proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

Software AG – Get There Faster

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