

Cybersoft Information Technologies

FAST FACTS

Company

Cybersoft is the leading software house in Turkey

Industry

Services

Geography

EMEA

Challenges

- Increase the quality of services presented to taxpayers
- Enhance tax collection
- Integrate the Ministry of Finance with other institutions

Solution

- Borland® CaliberRM™
- Borland® Together®
- Borland® StarTeam®
- Borland® Services

Results

- 450 Turkish tax offices now automated through the largest e-Government portal in Turkey
- Expanded tax base and increased employee productivity
- Improved quality and availability of services

COMPANY

Cybersoft is the leading software house in Turkey, specializing in enterprise-scale information system development projects for e-government and financial services. It has implemented solutions for ERP, core banking, Internet banking and insurance, as well as tax office automation and labor office automation. In addition to system development, Cybersoft is the largest software technology provider in Turkey, delivering “Software Product Line” (SPL) technology, called Aurora. The company’s main lines of business are technology development, customized solutions, training, and technology monitoring for software systems. The company is headquartered in Ankara with branch offices in Istanbul.

Cybersoft follows a process-based quality management system based on the software life cycle process defined in ISO 12207 and has received ISO 9001:2000 certification in the scope of providing software development services. The strategic objective of Cybersoft is the continual improvement of processes in order to enhance the organization’s performance and customer satisfaction. There has been an ongoing improvement effort based on plan-do-check-act approach and ISO 15504-assessment framework. ISO 15504 (SPICE) is being used as a framework for the assessment of software processes in evaluating process capability on a continuous scale in a comparable and repeatable way. To this end, Cybersoft has certified ISO 15504 assessors. Besides the ISO certification, Cybersoft also has an end of 2006 objective of CMMI-SW Level 3 certification and NATO AQAP 160 certification.

CHALLENGES

In order to rapidly automate and improve existing business processes, government organizations and large companies around the world turn to independent, information technology professionals. Since 1995, Cybersoft has been developing turn-key software applications for large-scale enterprises in Turkey. When the Republic of Turkey’s Ministry of Finance wanted to completely automate its tax offices, it called upon Cybersoft to design and develop the new infrastructure.

Increase the quality of service presented to taxpayers

The Tax Office Complete Automation Project (VEDOP) began as a pilot project in 1995. Following its success, the first phase of VEDOP began in 1998. As one of its goals, the Ministry wanted to improve the quality of service that Turkey’s taxpayers were receiving by allowing them to file electronically. This would eliminate the need for many taxpayers to visit tax offices in person, saving constituents’ time. In addition, the Ministry estimated that work burden on tax office employees would decrease, creating a personnel power savings of more than 4,000 person/ months yearly.

Enhance tax collection

In April 2004, the Ministry initiated the second phase of the project, VEDOP-2, which would include providing an e filing system for tax returns and a data warehouse, thereby delivering automation throughout the country. Among the key components of phase two, the Ministry sought to automate and electronically archive the paper associated with tax collection in an effort to eliminate the usage of more than 6,000 tons of paper annually. Tax collection process has been enhanced by building automation system together with dataware house and on-line tax collection.

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— Hasan Turgut, Project Manager from Cybersoft

Integrate the Ministry of Finance with other institutions

In order to improve communications and enhance operational efficiencies, the Ministry required the new system to support integration and data exchange with other institutions, organizations, banks and external systems using XML. This effort would then remove the walls between tax offices, providing taxpayers with more uniform service countrywide. In addition, the Ministry wanted to supply necessary, accurate information to decision-makers for developing successful tax policies and audit strategies.

SOLUTION

For its two-phased engagement with the Ministry of Finance, Cybersoft deployed the Borland Application Lifecycle Management (ALM) solution to replace manual processes with an automated system that enabled the agency to support electronic document submission over the Internet and centralize accurate information and policies for use throughout the country's tax offices.

The comprehensive solution consists of Borland® StarTeam® for software configuration and change management, Borland® Together® for visual UML modeling, and Borland® CaliberRM™ for requirements management. Cybersoft also leveraged the professional services expertise of local Borland Business Partner, KTG (Bilgi ve Teknoloji Grubu Ltd.), for training, consulting, on-site support, installation and project implementation.

To support its development effort, the Borland solution provided the Cybersoft team with the ability to deliver a highly flexible, component-based, open, n-tier software architecture that is easy to use and maintain, yet ensures high performance and high security, as well as hardware independence.

“With the Borland ALM solution, we were able to implement the full cycle—from requirements management and UML modeling to development, testing and configuration and change management solutions, which operated independently of platforms, including Windows and Solaris,” Hasan Turgut, Project Manager from Cybersoft.

Specifically, the solutions Cybersoft built for the Ministry of Finance included an e-declaration system to provide electronic document submission through Internet; an e-Tax Return System to minimize filing errors; Regional Income Directorates, where approximately 3,000 tax auditors access information online via a centralized system for more efficient controls; a data warehouse to bring unregistered economy into registration, which expands the tax base and provides more accurate information for new policies and control mechanisms; web-based tax office applications, which are applied all over Turkey through an intranet; the ability to integrate with and exchange data with other institutions, organizations, banks and external systems using XML; as well as a help desk and call center that now operates with taxpayers as its clients.

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Additionally, Cybersoft applies ISO 9001:2000 and ISO 15504 (SPICE Level 3) standards to all of its business processes and the Ministry of Finance project was no different. “We were extremely pleased that the Borland ALM solution was able to effectively support the quality initiatives that we rigorously follow,” Hasan Turgut, Project Manager from CyberSoft.

RESULTS

The automated system Cybersoft built for the Ministry of Finance using the Borland ALM solution increased the quality of service for taxpayers, saved time and money.

450 Turkish tax offices now automated through the largest e-Government portal in Turkey

The VEDOP e-Government portal is the largest software implementation in Turkish Public IT sector. Nowadays file transaction capacity of E-Government portal is 2.5 million files per month and at the end of the project this number will be increased till 5 million files per month.

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Cybersoft delivered an infrastructure based on the Borland ALM solution that completely automated 450 Turkish tax offices, as well as the Provincial Finance offices, the Tax Auditors Board and the administrative applications of the General Directorate of Revenues. “Using the Borland solution, we were able to deliver this comprehensive, two-phased project on-time and within budget,” Hasan Turgut, Project Manager from CyberSoft

Expanded tax base and increased employee productivity

The solution from Cybersoft has resulted in the legacy main-frame system working in harmony with new systems. This has enabled constituents to file electronically and employees to automatically access the changes in laws and regulations, which average every two weeks. “In each automated area, the Ministry of Finance has gained better collaboration through enhanced productivity,” Hasan Turgut, Project Manager from CyberSoft. The tax collection process has been enhanced by building an automated system together with a datawarehouse and on-line tax collection.

Improved quality and availability of services

The Ministry of Finance’s “Internet Tax Office,” part of the VEDOP project developed by Cybersoft, was awarded First Prize in the “State and Non-Profit Organizations” category in the Computerworld Honors 21st Century Achievements award competition. In addition, the VEDOP project, developed by Cybersoft, was awarded First Prize in the “From the State to the Individual” category at the e-state awards of TUSIAD at CeBIT Eurasia Information Technologies 2002. The Income Administration Manager Osman ARIOGLU, has received the “Bureaucrat of the Year” award from the “Young Entrepreneurship and Management Association” in May 3rd 2005, because of the efforts he has given for starting the electronic declaration application, which has enabled the tax planning that the economy was in need of in 2004 and which provided the tax-payers and management with great simplicity and savings.

Borland is the leading vendor of Open Application Lifecycle Management (ALM) solutions - open to customers' processes, tools and platforms - providing the flexibility to manage, measure and improve the software delivery process.