SUCCESS STORY

BELGIAN MINISTRY OF FINANCE

SITRAN

"SIgnalétique TRANsversale"

Federal Public Service FINANCE

The unique and complete internal platform to identify all potential tax payers within the belgian law systems.

The Federal Public Service (FPS) FINANCE is one of the main federal services in Belgium. Its main purpose is to collect all taxes based upon the Belgian laws. Managing, organising, structuring and processing the taxes, administrative management and finally collecting payments and delivering them to the Belgian state. This FPS also acts as a point of contact with various federated entities on the one hand and the European Union on the other.

Context and Challenges

Some years ago, a huge programme of modernisation within the Belgian federal government was launched. The Copernicus plan not only restructured the federal organisations, but was also the start to kick most technical environments into the modern times. The major need in such an immense transformation, is to have an error free base point to determine the horizon. Meaning : having a unique, performant and error free identification database which contains all potential tax payers. A similar application, with extended user-friendly search potentials, should be available for some 30,000 concurrent users. And, of course, technical routines must be integrated in all existing applications to have the identification confirmed of all customers of the Belgian state.

Some of the project's main objectives were:
1. Creation of a new database containing all identification and relevant fiscal information on all potential taxpayers in Belgium. Meaning : all natural and all legal persons, and their connections.
2. Creation of a brand-new and modern application to consult this database, to update data is a secured, logged and performant way. One of the major functionalities should be the search engines to let users search their clients on several criteria, including names, phonetic names, identifiers, even via addresses etc.
3. Creation of access methods to have mass data retrieved in a performant way. Creating all kinds of methods and routines to make the data accessible to other applications and environments.
4. Setting up a signalling system to get other environment's attention concerning interesting information specific events within their concerns.
5. Combining on a daily basis, all authentic sources (RRN/KBO-BCE/…) and keeping their actual and historical data in an authentic and secured way.

SITRAN was intended to be the only platform to identify *persons* in all applications and procedures within the FPS Fin. Its role within the Copernicus modernisation plan will be primary and indispensable and therefor the quality, the trust and the performance should be outstanding.

What we did

In 2009 Sopra Steria won this contract via its withhold offer answering the public RFP.
The project was started with a revolutionary consolidation period. In these first few months, all business analyses were discussed, more detailed and fine-tuned in order to have the best fit of the scope in relation with the available means and budgets. A reasonable and realistic iteration process was planned. Some co-sourcing resources at the client's side were identified and integrated in the teams.

The new database was created and several uploads with ETL tooling were tested to have the best performance for the one shot migration. Meanwhile a brand-new application was build and rolled out on production level via several iterations.

Also access tools were created which later on were converted to WEB services and ESB procedures. A full process of chaining jobs was setup to daily insert, manage and analyse all data coming from authentic sources and the launch the general internal signalling system.

In a finalization phase, more authentic sources, containing extra personal data of persons, were added.

During the full realisation period, co-sourcing principles were followed to have the continuity assured. SITRAN was delivered with a full contextual online help, available in the three official languages of the Belgium state. Because of the mass of data, privacy lawing, daily changes, manual updates, the complex data relations, the specific knowledge and stressful and permanent availability of the data, the SITRAN project was challenging and innovative.
The project was successfully finalized and delivered in 2013 with the famous words "In scope, on time, within the budget".

Since 2013, the client fully owns SITRAN and Sopra Steria delivers minimal maintenance services to help the client's team to cope with specific data exceptions and to assist the internal specialists.

Benefits

The successful implementation of SITRAN, was the ultimate sign for lots of projects to fulfill the written visions of the Copernicus papers.

New concepts were born in SITRAN and needed rolling out in the FPS Fin. Now, all applications refer to SITRAN to have a taxpayer identified. Since the introduction of SITRAN, the FPS FIN now every day has the most recent personal data available in its environment.

Delivering Transformation. Together.

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