

# Case Study Koblenz Regional Finance Office

»Managed BS2000 is exactly the solution we need. The system delivers the flexibility and reliability required for standardized tax processing, and it ensures that our data center operations are very efficient.«

Günter Kettermann, Director of Data Center Production, Koblenz Regional Finance Office



## The tax and finance administration in Rhineland-Palatinate

OFD Koblenz was established in 1950 and comprises three departments: the income tax and transfer tax department, the central state payroll department, and the federal buildings department. OFD also supervises the 26 local tax administration offices located throughout Rhineland-Palatinate. A total of 7,900 people are employed in this regional organization to provide citizens and government with efficient services and support in matters related to taxation and revenue.

## Standardized taxation processes throughout Germany

“Evolutionary-Oriented Taxation Software” (EOSS) is the approach taken by all states in Germany to standardize their processes and procedures as part of the KONSENS (Coordinated New Software Development for Tax Administration) project. EOSS is being introduced as part of the KONSENS Stage I in each state, which means that the old mainframe applications running on the BS2000/OSD platform will gradually need to be replaced.

## Greater performance requirements can be expected

To make sure that this large-scale transformation runs smoothly, the system platform must have sufficient performance reserves. The target set by OFD Koblenz was that the platform responds to the enormous increase in processing demands for a minimum of four years. Before embarking on this project, the experts at OFD Koblenz thoroughly analyzed their system. It was evident that performance limits would be reached within 24 months at the latest.

## Managed BS2000 ensures maximum flexibility and efficiency

Managed BS2000 from Fujitsu was the ideal choice for OFD Koblenz because the system efficiently responds to steadily growing performance requirements: The core of the solution involved installing a newer generation BS2000/OSD Business Server S175. This was accomplished without any need for up-front investments from OFD Koblenz. Instead, the costs for hardware and software will be charged on a “pay as you go” usage-based model during the contract period. The arrangement also includes proactive and reactive services from Fujitsu that will guarantee high system availability. The advantages of this approach are obvious: By generating taxation processes, increasing demands for more performance can be met without straining the IT budget, and all tasks will still be completed with the usual high level of quality.

### The customer

The Koblenz Regional Finance Office (Oberfinanzdirektion Koblenz – OFD) is an intermediate authority in the Federal State of Rhineland-Palatinate, Germany, with responsibility for managing tax collection and financial administration matters throughout the state. [www.fin-rlp.de](http://www.fin-rlp.de)



### The challenge

Due to the gradual standardization of taxation software, the central BS2000/OSD platform at OFD must respond to an enormous increase in processing demands. In addition to boosting performance, the customer also wanted to benefit from higher levels of flexibility and efficiency.

### The solution

Thanks to a Managed BS2000 service model that includes a newer generation BS2000/OSD platform, Fujitsu guarantees that OFD Koblenz has ample scalability for standardizing taxation software. The Managed BS2000 solution gives the customer precisely the hardware, software and complete services needed for specific tasks – at a usage-based cost.

### Customer benefits

- High performance, reliability and efficiency of the system platform
- No up-front investments
- High level of transparency with distributed usage-based pricing
- Adjustable service levels during the contract period
- Long-term investment protection

### Products and services

#### Managed BS2000

- Provisioning of Business Server S175-20E with 740 RPF and software licenses
- 7x24 hardware and software maintenance, including version control with updates and recommendations
- System administration – remote and on-site
- Proactive services for higher availability

#### BS2000/OSD makes tax administration more efficient

The taxation authorities in Germany are heading toward the use of standardized administration software. The ultimate goal of their co-operative project is to launch automated processes based on KONSENS throughout the country, which will help reduce development and maintenance costs. The important milestone, KONSENS I, involves the harmonization of the mainframe-based taxation processes. The platform that runs these processes is BS2000/OSD from Fujitsu, a system known for its long-term compatibility, high flexibility and availability, plus outstanding scalability and robustness – not to mention automation and easy administration – which all lead to higher efficiency in administrative environments.

#### Managed BS2000: customized performance for OFD Koblenz

The KONSENS I project is extremely demanding. Employees must learn new processes, old system environments are being replaced, huge volumes of data need to be migrated, and new solutions are being implemented. And all this must be done without any negative impact on daily administration and citizen services. That's why OFD Koblenz plans each step with precision, without losing sight of the ultimate goal. This means that the mainframe-based KONSENS/EOSS processes must run on the BS2000/OSD platform with high levels of reliability and performance.

OFD Koblenz and Fujitsu carefully analyzed the situation in advance of the project. This evaluation also included information gathered from other German states that have been using EOSS for several years now. The results indicated that demands for higher performance increase by some 20% to 25% each year. And this would have meant that

OFD Koblenz would need a new Business Server by 2014 at the latest. However, Fujitsu offered an alternative that would reduce the workload and cost of such a project: Managed BS2000.

Managed BS2000 provides the customer with tailored computing performance based on the Business Server S175. When compared with the predecessor model that was in use at OFD Koblenz, the Business Server S175 features a newly developed processor technology and delivers 20% more CPU performance while reducing energy consumption by 20%. What's more, additional CPU power reserves can be activated during peak loads. The Fujitsu provisioning model also includes planned CPU upgrades so that OFD Koblenz can flexibly and reliably manage its expected performance requirements over the next four years.

OFD Koblenz also benefits from a transparent, usage-based cost model that covers the provisioned hardware and software, along with a wide range of services. The service package includes hardware and software maintenance as well as proactive services that ensure higher system availability. Regular system health checks also make sure that potential problems are detected and resolved early, before they can have an impact on operations. Fujitsu also supports OFD Koblenz with remote and on-site system administration. All services are documented in service level agreements and can be modified during the course of the contract if customer requirements change.

**"Managed BS2000 from Fujitsu gives us the high efficiency and flexibility needed to respond to new challenges."**

**Günter Kettermann, Director of Data Center Production, Koblenz Regional Finance Office**

#### Contact

Fujitsu Technology Solutions  
Customer Interaction Center  
Mon. – Fri.: 8:00 a.m. – 6:00 p.m.  
Email: [cic@ts.fujitsu.com](mailto:cic@ts.fujitsu.com)  
Phone: +49 (0) 1805-372 100

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