

The Financial Administration of the Republic of Slovenia reforms tax procedures with the implementation of eDavki

AT A GLANCE

CLIENT

- Financial Administration of the Republic of Slovenia (FURS)

INDUSTRY

- Public sector

CHALLENGES

- No electronic tax submission system
- Manual document processing and paperwork
- Staff performing non-value-adding work
- Obstacles to handling increasing number of tax forms

BUSINESS BENEFITS

- Improved staff efficiency
- Modern approach to tax administration
- Automated document processing
- Faster and simplified completion of tax forms
- Easier data transfer from accounting system into web services

TECHNOLOGY

- C#/.Net Framework
- ASP.NET
- SOAP
- XML
- XSLT
- XML Signature
- JSON
- MS SQL server/T-SQL

On its path to modernization, the Financial Administration of the Republic of Slovenia (FURS) was seeking to reform its manual tax collection processes, which were tedious and time-consuming.



To help the client improve service delivery and efficiency of daily procedures, Comtrade developed eDavki - a multi-tier web application for electronic tax operations.

Challenges

The Financial Administration of the Republic of Slovenia (FURS) lacked an online system for completion and submission of electronic filing (individual income tax and business income tax). As a consequence, its staff had to rely on outdated, paper-based methods of collecting tax information.

With an overwhelming number of tax forms, FURS needed to automate its manual data collection processes. The client's employees spent a significant amount of time transferring information from hard copies to the computer system. The procedures were both lengthy and prone to mistakes, hindering day-to-day productivity.

To achieve a more efficient utilization of resources, as well as better customer service, it was necessary to reduce manual effort and move away from non-core administrative tasks. To support its goal of enhancing tax administration, FURS was in need of a modern eTax portal.

The portal had to meet the following requirements:

- **Reduce the amount of time spent on menial tasks and the overall workload for tax administration staff**
- **Automate document processing**
- **Bring comfort to the taxpayer and stimulate compliance**
- **Eliminate time constraints and offer 24/7 availability**

Comtrade SI Solution

Comtrade delivered the eDavki portal, implemented on .NET platform. The application is integrated with FURS back-end systems using data replication and internal web services. Additionally, the solution includes SOAP web services for clients who wish to automate interaction with eDavki.

eDavki is a multi-tier application in which all tiers of the system are either running in a two-tier farm (web and application tier) or in the cluster (database).

Since its implementation, eDavki has become one of the most frequently used applications operated by FURS. It is the entry point for all legal and natural persons who wish to file income tax electronically or are obliged to do so in order to maintain compliance. As of March 2004, eDavki can also be used for submission of income tax returns. At present, the total number of users stands at app. 130,000.

The electronic tax solution encompasses 5 different modules:

- **Public portal** - A portal containing general information for taxable persons
- **Personal portal** - Accessed with a personal certificate or username/password and used to submit more than 150 different tax forms and review personal data
- **Administrative portal** - A portal for FURS employees to monitor performance and usage, and to review documents
- **SOAP portal** - A portal to enable connectivity between eDavki and other applications
- **elzvršbe (e-Executions)** - A portal designed to communicate FURS-initiated enforcement of tax liabilities
- **Mobile application** - Accessed with a personal certificate or username/password and used to submit tax forms, review personal data and receiving tax related notifications



Besides developing eDavki, Comtrade drew on its extensive IT expertise to help the client overcome technical issues such as security, integration with legacy back-office systems and internet protocols.

The project implementation was the beginning of a long-term partnership and over the years Comtrade has been upgrading to solution and maintaining close cooperation with FURS.

Results Delivered

The e-tax solution helped keep up with the pace of the modern business environment, providing both FURS and taxable persons with myriad of benefits.

By implementing eDavki, FURS was able to reform and streamline its tax procedures. Every taxable person can use the portal to complete and submit tax forms on remote locations and with no time constraints during the filing period. The solution is an all-in-one substitute for paperwork. It allows the taxpayer to reap a number of benefits including greater speed of filing, easier error correction and quick access to tax reports.



ABOUT FINANCIAL ADMINISTRATION OF THE REPUBLIC OF SLOVENIA

The Financial Administration of the Republic of Slovenia (FURS), a body attached to the Ministry of Finance, carries out the assessment, audit and collection of taxes and other duties from more than 2 million taxable persons (legal persons, entrepreneurs and individuals). Last year, it received more than 4.5 million documents – tax returns and declarations, applications for certificates, disclosures and decisions on residency status. As of December 31st 2015, FURS employed around 3,480 people.

The process of exchanging information is a lot faster and cost-effective. As a result, FURS staff can spend less time working on menial tasks and perform more value-adding activities.

Electronic tax operations enabled the following: online document preparation and submission, 24/7 document filing, timely review of tax forms, improved data availability and security. In 2018, the portal was used to issue app. 4.6 million documents (compared to 58,439 documents issued in 2004).

Because electronic filing is fast, safe and convenient, it helped increase and maintain compliance. On top of that, user communication with FURS was also improved due to simplified tax filling processes and introduction of the public portal containing useful information for taxable persons.

Creating value through partnership

Comtrade is a leading IT organization in South East Europe specializing in the fields of IT solutions, system integration and hardware distribution. With more than 900 satisfied customers and offices across Europe and the USA, Comtrade has become a recognized name on the global stage. Founded in 1990, Comtrade now employs over 1,500 business and IT experts, including 1,000+ software engineers. With a proven track record of delivering IT solutions and services that help reduce business complexities and costs, we are a trusted technology partner to medium and enterprise businesses.

1500+

Total employees

30

Strategic partnerships

1000+

Software engineers

10

Development campuses

900+

Loyal customers

03

Technology centers

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