

French Ministry Simplifies Tax Affairs for Citizens

Operational Adaptability via Service-Oriented Architectures with help from Capgemini

The Situation

Aligned to e-government initiatives and to build new services for its ecosystem of internal and external parties, the Direction Générale des Impôts (French Ministry of Economy and Finance) needed to rebuild old, costly and rigid IT systems.

The Solution

Recognised as key tools, the Ministry had been steadily adopting Open Source supported by Eclipse and low cost Intel servers in many projects, especially Tax Departments. The Ministry wanted to rebuild new systems around service oriented architecture at functional, application and infrastructure levels.

Since 2003, Capgemini has been a key partner to help the Ministry renew tax-based systems under its Copernic program. Including major applications and interfaces on J2EE, Java and Open Source,

the initial contract with Capgemini (€36 million over 3 years) has subsequently been renewed to 2007 for an average 55–80 million euros.

The Result

Midway through the program, the Ministry now has robust architectures and effective support provision on its installed base. Design work is still ongoing and the program warrants many years of hard work for the architecture to be fully deployed.

Collaboration with Capgemini underpins the Ministry's strategic selection of Open Source as a cost effective solution for large scale programs. It supports modernization and serves as a beacon for the rest of the public sector in France.

“Copernic has yielded ROI on our Open Source investment. Capgemini's lead on the consortium leverages relationships with the Open Source community to address individual requirements.”

Jean-Marie Lapeyre
Chief Technology Officer
Direction Générale des Impôts



How the Ministry and Capgemini Work Together

Direction Générale des Impôts (French Ministry of Economy and Finance) defined an overall initiative to establish effective support for many disparate developments of its Open Source solutions. Despite software support not available to the same extent as for proprietary products, the Ministry was committed to Open Source and saw an opportunity to overhaul IT systems and infrastructures that helped to fill gaps in support provision as well as build robust platforms for Service-Oriented Architecture (SOA).

Transformation of tax systems was at the core of a program with a 3-pronged agenda. This included public financial management, services for all citizens and processes for agents. The last two elements, representing comprehensive deployment of SOA were grouped under the Copernic program with a wide scope and scale. At the heart is the core business data, accessed through Web services to and from the Ministry. The services include an Intranet for the IS backoffice, employee Portal for 130,000 users and Extranet for collaboration with tax administrators and other Government entities. The front-end provides Internet-based services such as income declaration to French citizens and visitors, with a target comprising over 35 million individuals and some 3 million corporations.

Capgemini ensures fluidity and sharing of knowledge and experience between different project and support teams. These teams share common tools for elements like knowledge bases, source management and servers.

Capgemini is one of two key partners for the SOA construction and methodology. It deployed an iterative methodology for all project cycles, including analysis and design of SOA and a build phase based on Open Source deployed over low-cost servers like Linux, J2EE and Web Services.

Eclipse is the development platform, with scalability served via clustering and farming. Web Services governance is achieved by effective version and portfolio management. Benefits of the Copernic transformation include:

- Containing risks when building large IT infrastructures.
- Deploying resources in a cost-effective way for large scale IT programs.
- Extending the reach of technology through better interoperability and scalability, business continuity and a high level of system maintainability.
- Enhancing Open Source skills of public sector staff.

The success of Copernic, coupled with a strategy to extend use of Open Source and SOA concepts in other areas of the government, makes the

Ministry one of the most progressive public sector users of Open Source in Europe.

As further testimony to the success, the Ministry has, in a separate contract, invited a consortium of partners comprising Capgemini, Linagora and Bull. The consortium, with Capgemini as lead, offers complementary strengths and capabilities in Open Source and has agreed to invest in R&D to industrialize Open Source solutions.

The consortium delivers Applications and Infrastructure Management services on the platform including support for 19 Open Source domains broken down into an average of 150 components. This includes elements like OS-Linux, Samba-supervision and administration via Nagios, Postfix for Electronic mail and OpenLDAP for Directory.



About Capgemini and the Collaborative Business Experience

Capgemini, one of the world's foremost providers of Consulting, Technology and Outsourcing services, has a unique way of working with its clients, called the Collaborative Business Experience.

Backed by over three decades of industry and service experience, the Collaborative Business Experience is designed to help our clients achieve better, faster, more sustainable results through seamless access to our network of world-leading technology partners and

collaboration-focused methods and tools. Through commitment to mutual success and the achievement of tangible value, we help businesses implement growth strategies, leverage technology, and thrive through the power of collaboration.

Capgemini employs approximately 61,000 people worldwide and reported 2005 global revenues of 6,954 million euros.

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France
Public Sector
Consulting & Technology Services
Technology Transformation
Open Source
Service-Oriented Architecture

In collaboration with



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