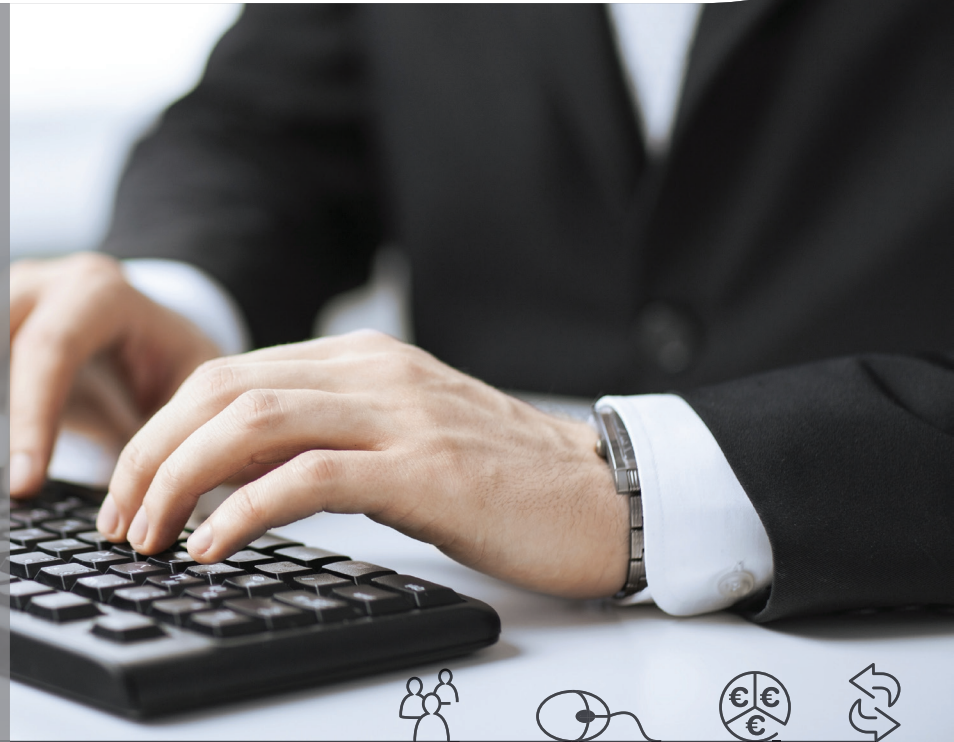




*Capgemini embraces the quality objectives of ZIVIT and, as an integrated team player, develops additional, practicable enhancements by contributing own ideas. Co-operating like this is fun!"*

**Michael A. Müller**

IT Project Manager  
Head of ZIVIT Work Area



## New ZIVIT Software Facilitates VAT Reimbursement

**Capgemini supports the Centre for Information Processing and Information Technology, ZIVIT (Zentrum für Informationsverarbeitung und Informationstechnik), the IT provisioning organization of the German Ministry of Finance, in enhancing the software used by the German Federal Central Tax Office, BZSt (Bundeszentralamt für Steuern) for the EU-wide reimbursement of value-added tax**

### The Situation

ZIVIT — an IT service provisioning center of the German government — provides IT services for the BZSt. As part of this undertaking, and based on the BZSt Requirements Management, ZIVIT developed software for processing electronic applications for the reimbursement of value-added tax. German companies use the applications to reclaim VAT paid in other EU countries, and companies from other EU member states use the applications to demand back the VAT paid in Germany.

The requirements of new EU regulations were also implemented as part of the project. Development had to take place within a very tight timeframe as ZIVIT had to comply with the tight deadline set by the European Union of January 4, 2010. The quick implementation required rapid application consolidation and more intensive automation. The challenge was to monitor and optimize — in an automated fashion — the new EU macro-process with the co-operation of 27 member states, while at the same time, transforming legacy processes to significantly improve the application handling ergonomics and reduce processing times. ZIVIT was looking for a partner who could support its software enhancement.

### The Solution

Capgemini partnered with ZIVIT to enhance the value-added tax reimbursement system. Capgemini first evaluated and optimized the capacity of the system architecture and focused on performance and resolving complex problems. This subsequently led to further enhancements to the system.

From October 2011 to October 2013, the enhancement of the VAT refund system was gradually implemented. The team distributed the new requirements among five releases and implemented them in intervals of four to five months. Thanks to this iterative approach, users were able to derive benefits from the enhanced functionality early on.

## The Result

Together, ZIVIT and Capgemini have created a dependable state-of-the-art value-added tax reimbursement system that offers many benefits:

- Users are now able to work in a more efficient fashion with a system that supports the input tax refund procedure with automated process steps.
- The optimized data exchange with other European VAT refund systems enables a coherent state-of-the-art tax process operation.
- The customers of BZSt benefit from the prompt reimbursement supported by the system.

The system will be further enhanced in the future and adapted to the requirements of BZSt.

## How ZIVIT and Capgemini worked together

Capgemini successfully supported ZIVIT in standardizing and modernizing the IT platform and integrated new functionalities into the value-added tax reimbursement system. In the software development process, the Capgemini-ZIVIT joint team followed the V-Model XT ZIVIT, as requested by ZIVIT. Here, highly complex requirements were gathered and structured to ensure the software's high quality – a challenging task, considering the replacement of the legacy systems taking place in parallel.

Customer satisfaction is a compelling success indicator. Capgemini's OTACE (On Time and Above Customer Expectation) rated by ZIVIT achieved the best possible value of 5.0 in 2011 and 2012.

Based on this level of trust, Capgemini won the subsequent tender and signed a new framework agreement with ZIVIT for the development of Java and Oracle applications. Capgemini's experience with IT transformations in the public sector was a decisive factor in this decision.

## About Capgemini

With more than 130,000 people in over 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2013 global revenues of EUR 10.1 billion. Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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In collaboration with



Centre for  
Information Processing  
and Information Technology

## About ZIVIT

ZIVIT provides both the Federal Ministry of Finance with its business units and further public authorities with manifold IT services. Its headcount of about 1,300 employees support approximately 250 specialist processes in the public sector ("Fachverfahren") and maintain about 3,000 servers. The service desk is available on a 24/7 basis to its customers. The core competences of ZIVIT include the provision of a country-wide IT infrastructure, processing sensitive mass data, 24/7 operation of central administration procedures, developing software for the Federal public administration and related counselling and other services.

Learn more at  
[www.zivit.de](http://www.zivit.de)

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