

# Skattedirektoratet

## Norwegian Directorate of Taxes: nationwide tax-collection runs on PROIV and a ten-person development team

The Norwegian Directorate of Taxes relies on a small yet highly efficient team to develop and maintain PROIV-based tax-assessment applications for the entire country. The robustness of PROIV keeps a network of 4,500 operators working without a hitch. In a recent review, the Directorate of Taxes again chose PROIV as a long-term partner to support its statutory requirement to maintain software for ten years.

### Norwegian tax collectors look to the long term with PROIV

When the Norwegian Directorate of Taxes – the Skattedirektoratet or SKD – made the leap from manual to automated systems of personal tax calculation, it was looking for long-term commitment and reliability as much as short-term ease of use. That was more than a decade ago, yet the SKD's foresight in choosing to build its systems around PROIV is proving as cost-effective in the 21st century as it did in the 20th.

The SKD knew exactly what it wanted to achieve. It delivered the original PROIV-based tax-assessment project on time and within budget. Better than that, it was the first Norwegian government department to deliver any major IT project on target.

Reidar Nybø, the SKD's director of IT, recalls that early success: "We worked long hours to meet the deadlines we set ourselves, which is why our choice of PROIV for rapid application development proved crucial."

Before signing up to Version 5, Reidar took the opportunity to look afresh at PROIV. His conclusion was emphatic: PROIV had the stability and long-term commitment to support the SKD's ten-year rolling sequence of tax-collection regimes.

"WE ARE REQUIRED TO MAINTAIN APPLICATIONS FOR TEN YEARS, SO WE NEED A RELIABLE PARTNER WITH THE COMMITMENT TO SUPPORT US FOR THE LONG TERM. I'M CONVINCED THAT WE HAVE THAT PARTNER IN PROIV."

**Jan Arne Bergundhaugen,**

DEPUTY IT DIRECTOR, SKATTEDIREKTORATET

stability

reliability

robust

scalability



## A development team of ten for tax revenues of Nkr 230 billion

In Norway, as in every other tax-collecting country, the fiscal rules change. Implementing those changes in time for the following year's round of tax assessments is the task of the IT department. Although lead times are usually measured in months, some minor changes have to be in place within days.

Luckily PROIV gives the SKD developers the tools they need to react quickly to changes. They work fast because the team that develops personal tax assessment software is just ten strong. And it serves a tax-paying public of 3,5 million that generates tax revenues of Nkr 230 billion.

The SKD's technical development manager, Hans Petter Hagen, believes that PROIV is a key factor. "Building and amending applications is quick with PROIV," he says. "It has to be because some fiscal changes come into effect within a matter of days."

Hans Petter's highly effective team builds and maintains applications that perform a range of functions: collating personal and financial information supplied in bulk from employers, banks and census data; issuing tax certificates; and combining bulk data with annual tax returns to produce individual assessments.

"PEOPLE ARE SURPRISED WHEN THEY LEARN THAT THERE ARE ONLY TEN PEOPLE IN THE DEVELOPMENT TEAM. IF IT WASN'T FOR PROIV, WE'D NEED MANY MORE HANDS TO ABSORB AND IMPLEMENT THE ANNUAL ROUND OF FISCAL CHANGES WITHIN THE TIMESCALES SET BY THE DIRECTORATE OF TAXES."

**Hans Petter Hagen,**

TECHNICAL DEVELOPMENT MANAGER, SKATTEDIREKTORATET

## Scalability and efficiency for cost-effective revenue collection

Day-to-day operation of SKD software is distributed across a national network of 99 tax collection offices and 4,500 users. With so many operators working in so many different environments, robustness and ease of use are paramount.

Until recently, there were more than 400 local tax offices in Norway. The ease with which PROIV applications can be scaled was a crucial factor in streamlining the network. Now the SKD intends to extract more cost savings from PROIV by trimming the network even further.

With 4,500 users and only ten developers, PROIV is a cost-effective vehicle for revenue collection. Its speed, reliability and scalability help the SKD deliver a faultless yearly round of fiscal and administrative changes.

### Links

[www.skatteetaten.no](http://www.skatteetaten.no)

"OUR FAITH IN PROIV WAS WELL FOUNDED. ALTHOUGH WE PLANNED THE CHANGE FROM MANUAL TO AUTOMATED SYSTEMS IN GREAT DETAIL, WE RELIED ON THE SPEED OF PROIV TO HELP US ACHIEVE OUR TARGETS. I'M PROUD TO SAY THAT WE DELIVERED THAT PROJECT ON TIME AND ON BUDGET."

**Reidar Nybø,** IT DIRECTOR, SKATTEDIREKTORATET

"We worked long hours to meet the deadlines we set ourselves, which is why our choice of PROIV for rapid application development proved crucial."

**PROIV**

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