



## South African Revenue Services Achieves Instant Return On Investment with Bateleur/ISS Solution

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South African Revenue Services (SARS) started earning a return on its investment (ROI) in search-and-match software from Identity Systems with the second press of the ENTER button.

That's according to Ken Jarvis, Chief Information Officer of SARS, who says the solution's ability to match data has played a pivotal role in the organization's ability to achieve a single view of the customer.

"In the past, if SARS owed someone a rebate, but that person owed VAT, the information was not correlated. But a single view can do this and has the potential of saving SARS a lot of money," he explains.

SARS recently implemented Identity Systems' Identity Search Server (ISS) solution, which provides online and batch searching, matching and duplicate discovery for all types of identity data stored in relational databases. The deal also included Identity Systems' Data Clustering Engine (DCE), a standalone, batch data grouping and investigation engine.

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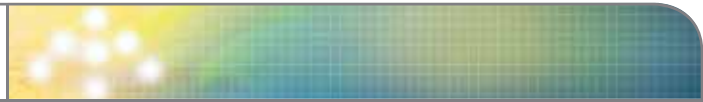


Bateleur Software Solutions is the South African distributor for Identity Systems.

Bateleur is a leader in the South African high-end software technology arena. The unit today represents a number of world-class internationally developed software products, all of which are supported locally by a team of technically proficient and skilled personnel.

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The ability to accurately match data was the most important element of the “Single View of the Customer” initiative. We couldn't have done this without Bateleur and the Identity Systems products.”

Andre van der Post,  
Technology Innovations Manager  
SARS



In addition to delivering a rare ROI, the Identity Systems solution was implemented in less than eight weeks and has the potential to save SARS hundreds of millions of rands. As the organization processes millions of rands in transactions a day, the cost saving in interest alone is huge. The rollout of ISS and DCE to 200 users in December is being expanded to 750 people, and ultimately the system will be used by 5,000 SARS employees.

SARS administers many separate systems, including the Income Tax System (ITS), PAYE, VAT, Customs-Import and Export, and UIF. The Bateleur implementation team used ISS and DCE to prepare and load the data. This entailed finding matches between the various systems and grouping data into clusters. The high speed at which the system runs facilitates a daily update of the database.

Andre van der Post, Technology Innovations Manager at SARS, says the ability to accurately match data was the most important element of the "Single View of the Customer" initiative. "We couldn't have done this without Bateleur and the Identity Systems products," he says.

The Identity Systems solution is used by tax agencies worldwide, including the Australian Tax Office, UK Inland Revenue, Revenue Canada, US Internal Revenue Service, French Tax Office and the Inland Revenue Authority of Singapore.

For more information about SARS, visit [www.sars.gov.za](http://www.sars.gov.za).

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◆◆◆ About Identity Systems



Identity Systems is the pioneer in enabling organizations to build and maintain high-quality identity data search and matching software solutions.

The company has been in this area of specialization since 1986, and has over 500 clients worldwide who rely on its robust, enterprise-wide software. For more information please visit our website.