COMTRADE
SYSTEM INTEGRATION

An advanced information system to support SBRA's core functionalities and procedures

Comtrade System Integration experts worked with the Serbian Business Registers Agency to create and implement an advanced information system that helped the client improve service delivery and efficiency.

CHALLENGES

Prior to the establishment of the Serbian Business Registers Agency (SBRA), the process of registering a business was done in trade courts, exclusively in paper form and without the ability to analyze any of the registered data. SBRA embarked on a project to develop a comprehensive information system, which would support the organization's core business functions and result in increased efficiency and availability of data. SBRA engaged Comtrade SI and worked closely with our team to develop a solution that's customized to the specific needs of the organization and in line with the EU's guidelines for registration procedures.

AT A GLANCE

> **Client**
> The Serbian Business Registers Agency

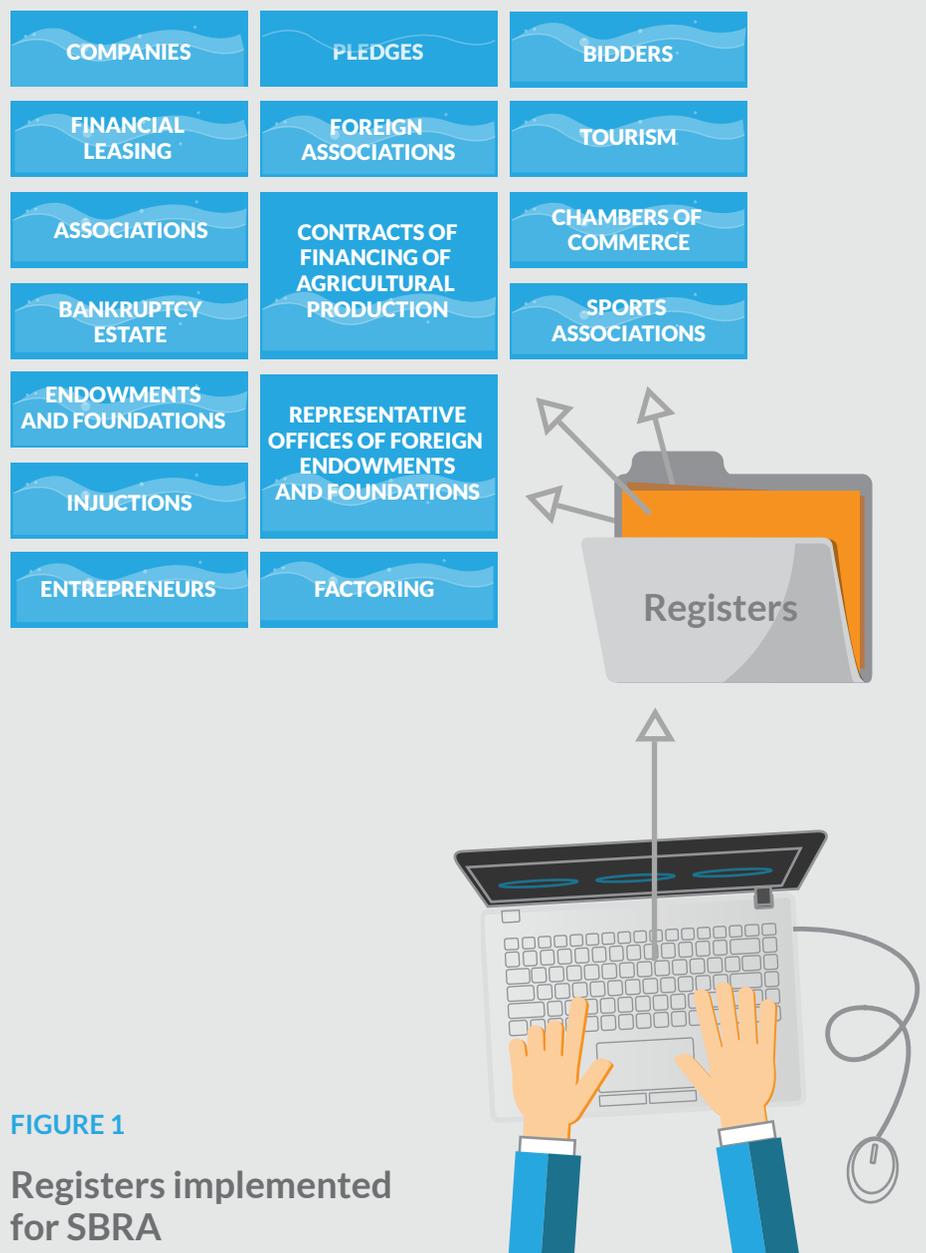> **Industry**
> Public sector

> **Challenges**
> - Inefficient management of documents
> - Inability to perform data analytics
> - Lack of a standardized system for registration procedures

> **Business benefits**
> - Reduced time for registration
> - Integration with all relevant government institutions' systems
> - Faster and easier access to data
> - Data analytics

> **Technology**
> - MS SQL Server
> - .NET Framework
> - WCF Services
> - Win Forms

COMPANIES · PLEDGES · BIDDERS · FINANCIAL LEASING · FOREIGN ASSOCIATIONS · TOURISM · ASSOCIATIONS · CONTRACTS OF FINANCING OF AGRICULTURAL PRODUCTION · CHAMBERS OF COMMERCE · BANKRUPTCY ESTATE · SPORTS ASSOCIATIONS · ENDOWMENTS AND FOUNDATIONS · REPRESENTATIVE OFFICES OF FOREIGN ENDOWMENTS AND FOUNDATIONS · INJUCTIONS · ENTREPRENEURS · FACTORING

Registers

FIGURE 1

Registers implemented for SBRA

OUR SOLUTION

Comtrade SI designed and implemented a comprehensive information system for SBRA. For each of the 16 registers operating under the SBRA authority, the project was carried out through the following steps:

> **Step 1:** Analysis and modelling of registration data

> **Step 2:** Analysis and modelling of business processes

> **Step 3:** Design, implementation, testing and deployment of the solution

To fulfill technical requirements and business needs of SBRA, Comtrade SI used the latest technologies and project methodologies.
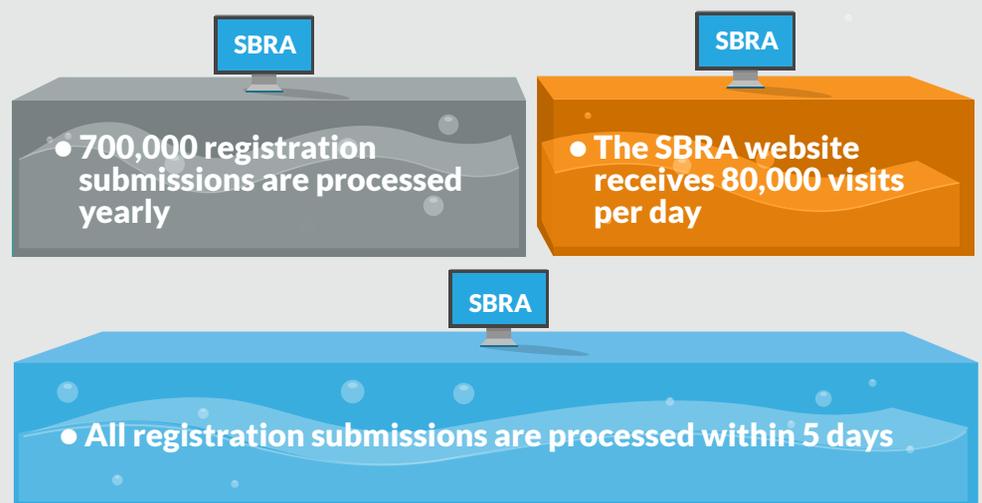
The entire project, which included implementation of 16 registers, spanned several years. Together with SBRA, Comtrade SI actively participated in all the steps involved in the analysis and implementation of the registers. In the later stages, Comtrade SI was involved in performing upgrades to the system.
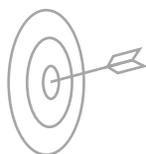
"Over many years of working with SBRA, Comtrade SI has consistently delivered exceptionally high results, always carefully listening to our organization's needs and responding with the right solutions."

Zvonko Obradovic SBRA Director

FIGURE 2
SBRA Facts

SBRA

SBRA

● **700,000 registration submissions are processed yearly**

● **The SBRA website receives 80,000 visits per day**

SBRA

● **All registration submissions are processed within 5 days**

RESULTS DELIVERED

The information system supports SBRA's core functionalities and procedures, providing a wide variety of Government to Government (G2G), Government to Business (G2B) and Government to Customer (G2C) services.

After a successful implementation of the information system, around 3 million registration submissions were processed, resulting in more than 400,000 registered entities, along with historical data and an electronic archive of more than 5 million documents. All registered data is now available on SBRA's website 24/7. The site receives about 80,000 visits per day.

The new system had a significant impact on efficiency as it helped reduce the time it takes to process registrations. Now all submissions are processed in 5 business days or less with more than 700,000 submissions processed yearly. The information system also enabled easier and faster exchange of information with relevant government institutions, including the Health Fund, Pension Fund, Central Registrar, Tax Administration, National Bank of Serbia and Ministry of Interior.

The creation of a one-stop-shop system helped to accelerate the procedure for establishing legal entities by linking all relevant government institutions (SBRA, Tax Administration, Health Fund and Pension Fund). As a result of the improved efficiency, Serbia received a high ranking by the World Bank, ultimately improving the country's standing on the World Bank's Doing Business list.

ABOUT SERBIAN BUSINESS REGISTERS AGENCY

The Serbian Business Registers Agency (SBRA) was established by the Business Registers Agency Law. The Agency employs 250 professionals. In 2005, SBRA began to implement reforms in the area of business registration, aimed at facilitating the setting up and closing down of businesses, reducing administrative obstacles for doing business, improving the environment for larger foreign investments and establishing conditions for generating many more new jobs.

ABOUT COMTRADE

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.

ABOUT COMTRADE SYSTEM INTEGRATION

Comtrade System Integration is focused on helping businesses enhance performance and efficiency through our innovative system integration services. The company was founded in 2001 and employs more than 200 IT professionals with top industry certifications. Through our partnerships with global technology leaders, including Microsoft, Oracle, IBM and EMC we offer premium IT products, professional services and expertise in design, development and integration of systems and applications. Over the years, our portfolio has grown to include networking, virtualization, data migration, infrastructure software solutions and other services.

COMTRADE SYSTEM INTEGRATION

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