



SYSTEM FOR MONITORING AND CONTROL OF FOREIGN EXCHANGE AND FOREIGN TRADE OPERATIONS MINISTRY OF FINANCE

INTRODUCTION

The Serbian Finance Ministry wanted to modernise its Customs Administration as one of its key priorities to become an accession candidate country for entry into the European Union (EU). It needed a new information system to monitor fraud and create an environment for sharing data with other agencies.

The ministry chose a database solution using Microsoft® SQL Server® 2000. Customs officers now complete suspected fraud investigations in just three days compared to the previous time frame of more than two weeks. Controls over foreign trade transactions have improved across the country and liaison with the central bank has been automated. The ministry is benefiting from an increased income from fines, which is ploughed back into better public services, and legitimate businesses have greater peace of mind.

SOLUTION

After investigating the FEI's infrastructure, Spinnaker recommended Microsoft SQL Server® 2000 as the best fit for a new system. The project team worked closely with ministry employees and officials at several sites to connect the database to different locations. All departments and employees in the FEI can now access the database, including the direct control department, indirect control department, and the irregularities department. Data from the Customs Administration and the central bank is sent and stored in the centralised database so that employees have instant access to the information they need.

Using Microsoft SQL Server Reporting Services, inspectors at the FEI receive reports highlighting illegal operations in trading foreign goods and services. For example, if a company has failed to collect payment for exported goods, or has given an advance payment for goods that were never imported, the FEI automatically receives a report. Sudar explains: "These reports are now the starting point for inspections."

The project team created the first secure Web service on the Microsoft .NET Framework version 3.0 standard in Serbia. It was also a first for the government in Serbia that is working on a daily basis. Everything else was developed on Microsoft .NET Framework version 2.0, with the Windows® client application based on SQL Server 2000.

The ministry is also now using eXtensible Markup Language (XML) and Web services to open possibilities to connect various government information systems into a bigger network, which is improving communication and data sharing by different agencies.

BENEFITS

The new database solution has resulted in better and more integrated datasets for the Ministry of Finance in combating foreign exchange and customs and excise fraud. The cost of inspection has been reduced and the time taken on each investigation has shrunk from more than two weeks to just three days. Controls are more consistent and the ministry is using increased revenue from fines to fund other public services within Serbia.

"Before implementing SQL Server 2000, we were blind. We simply could not see the wider picture. Now that we're performing targeted investigations, we can carry out a greater number of investigations, and improve our performance in identifying more cases of fraud."

Dubravka Sudar, Foreign Exchange Inspector, Serbian Ministry of Finance

Benefits

- Customs site visits take just three days with lower costs.
- Improved and more consistent Customs controls.
- Increased revenue from fines.
- First steps to meet EU accession rules.

Technology

- Microsoft Server Product Portfolio
- Microsoft SQL Server 2000
- Microsoft SQL Server Reporting Services



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