



# DIGITALIZING A NATIONAL ASSET



with partner **SPiRiT**

## Customer Profile

The Department of the Registrar of Companies and Official Receiver (DRCOR), under the Ministry of Energy, Commerce, Industry and Tourism (MECIT) in Cyprus is a small office with a huge responsibility. "The DRCOR is the image of Cyprus abroad," said Nicos Anastasiades, the President of Cyprus. DRCOR today provides registration services to 430,000 business entities doing business in the country and plays a pivotal role in the protection of intellectual property.

## New Challenges

- National financial crisis
- EU memorandum agreement
- Data overlaps and gaps
- Slow turnaround

## Software AG Solutions

Digital Business Platform:

- Process Transformation & Management powered by ARIS

## Key Benefits

- Surpassed international best practices
- Cut processing times
- Decreased process steps by up to 100%
- Optimized human resource utilization
- Eliminated redundancies
- Automated processes
- Reduction of administrative burden

## A shining image

DRCOR is responsible for services essential to healthy commerce in Cyprus, including registering companies and protecting intellectual property rights. So when a domestic financial crisis in 2013 hit, DRCOR's mission took on a whole new importance. But to achieve this, DRCOR first had to face its own challenges, including outdated information systems, paper-based processes, inefficient workflows and a cumbersome user experience.

That's why in 2014 a dedicated team appointed by the Council of Ministers set out to transform DRCOR into a smart digitalized service department. They chose ARIS for its long record of success internationally and endeavored to modernize, simplify operations and align the department with EU-wide best practices.

The results of the transformation are already surpassing expectations. Using ARIS Architect and Designer, the DRCOR project team has re-engineered its processes to achieve a reduction in steps of up to 100%, a decrease in turnaround times and a significant improvement in customer satisfaction. Now, DRCOR is an example for the rest of the country, leading the way to reform based on digital transformation. "The DRCOR is the image of Cyprus abroad and we should transform it into a contemporary service," said President Nicos Anastasiades.

*"DRCOR has played a major role in fulfilling its memorandum agreement to undertake public administration reform measures. That's why compromise simply wasn't an option for us. We chose ARIS to streamline our process management, and local Software AG partner Spirit Hellas to help implementation go smoothly. As a result, we've already achieved efficiency improvements of up to 100%."*

— **Eleftheria Ioannou** | Project team member of the DRCOR reform

## Logical partnerships

One key to DRCOR's success was the strength of its partnership with Software AG's local Spirit Hellas team. Beginning in 2014, the two held a series of workshops as DRCOR re-engineered the business processes of its Companies and Intellectual Property department on the ARIS platform.

The initial phases included working jointly to document materials, conducting employee interviews vis-a-vis processes and workflow, and mapping in detail all services provided by the department. With analysis capabilities provided by ARIS, DRCOR finally shed light on what was working well—and what wasn't.

"It didn't take long to reveal the urgent need to reform our procedures in order to respond to customer needs," said Maria Hadjiconstanti, project team member of the DRCOR reform. "ARIS was a major investment for us in terms of knowledge gained and experience in a specialized tool. We were fortunate to have secured expert assistance from Spirit Hellas that guided us through every step of the journey."

Through a series of business process re-engineering workshops with the participation of DRCOR's staff commitment as well as major business stakeholders, DRCOR aimed to streamline procedures by eliminating duplicate and non-value added tasks—and implement increasingly automated workflows. By calling in experts, including those from other registries around the globe, DRCOR closely matched department needs with contemporary best practices.

Using ARIS, new business processes were modeled, and reforms relating to policy and operations, organizational structure, IT infrastructure, legislative frameworks, and data architecture have been defined and captured.

## Set for reform

The sheer scale of the project has been impressive. Based on around 50 interviews and 9 workshops, 100 as-is business processes were modeled, and 350 change requirements were defined. The result: In just 18 months, two members of the project team successfully produced 800 models with ARIS.

Now, DRCOR can achieve an important decrease in process steps as it simplifies workflows and reduces the administrative burden on the government of Cyprus. In the case of registering a company, process steps have been slashed by 74%. And for the renewal of intellectual property rights? Stunningly, by up to 97%.

ARIS has also been a vital tool during legislative reform, still underway, including the revision of fees and the consolidation, redesign and creation of new statutory forms.

In addition, ARIS has been a key driver in DRCOR's organizational restructuring and digital transformation. Thanks to successful workshops and modeling, DRCOR is able to allocate its employee and IT resources optimally, redeploy personnel in new roles—and provision new services.

And with functional requirements and technical specifications identified, an open tender procedure is now underway for the provision, implementation, maintenance and operation of a fully-fledged Integrated Registry System.

That's how a public authority pivots for 21<sup>st</sup> century governance. And it's how an ambitious team, with a little Software AG expertise, is set to turn DRCOR into a frontrunner when it comes to digital presence and outstanding customer service.

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### ABOUT SOFTWARE AG

Software AG (Frankfurt TecDAX: SOW) helps companies with their digital transformation. With Software AG's Digital Business Platform, companies can better interact with their customers and bring them on new 'digital' journeys, promote unique value propositions, and create new business opportunities. In the Internet of Things (IoT) market, Software AG enables enterprises to integrate, connect and manage IoT components as well as analyze data and predict future events based on Artificial Intelligence (AI). The Digital Business Platform is built on decades of uncompromising software development, IT experience and technological leadership. Software AG has more than 4,500 employees, is active in 70 countries and had revenues of €879 million in 2017. To learn more, visit [www.softwareag.com](http://www.softwareag.com).

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