

IAOSB and Netsis create a first in Turkey: OSB Module



İAOSB
İZMİR ATATÜRK ORGANİZE
SANAYİ BÖLGESİ



One of the largest organized industrial zones in Turkey, Izmir Ataturk Organized Industry Zone (IAOSB) is known as a pioneer. Adopting as a basic principle to provide fast and efficient service for the industry firms in the zone, IAOSB, as a result of the partnership it entered with Netsis, played a leading role in preparing the Organized Industry Zone Module in Turkey.

IAOSB, which started its operations in 1990, provides employment for over 30,000 workers in 600 factories built on 7 million 500 thousand m² of land. 200 of the zone companies that are predominantly involved in machinery, textile, garment, food, plastics, chemistry, metal, automotive supplies, electric and electronic industries export goods to many countries in the world. IAOSB managers who put a big emphasis on improving trade volume, especially import volume, of the zone, strive to produce the simplest and quickest solutions for the companies in the zone in all areas they may require help with.

IAOSB offers electric, natural gas, water delivery and waster water disposal services to the resident companies in the industry zone. It is in contact with the companies about many areas from association fees and rental agreements in billing of these services, to human resources. Previous software and computer systems that were designed specifically for IAOSB and used for the financial

analysis, data entry, tracking and reporting needs required in this communication process proved not adequate. This software and hardware infrastructure needed to be replaced. After a decision made by the management, a cooperation was entered into with NETSİS aiming to develop a custom Enterprise Resource Planning package that could track all of IAOSB's processes.

OSB Module is a first in Turkey

Netsis and IAOSB, after a project process that started in 2007 and took over a year, created the OSB module inside Netsis Fusion@6 package and that could be implemented at all OSBs in Turkey.

The OSB modules created as a result of the cooperation with Netsis are as follows; **Water, Waster Water, Electric, Natural Gas Billing Software, Laboratory Software, Document Tracking Software** and the **Renter and Legal Process Tracking Programs** included in these pieces of software, custom prepared for IAOSB by the project support team.

The best way to describe the Water, Waste Water, Electric and Natural Gas Program is; 'Differently from classic billing software, the program calculates late payment penalties

for overdue amounts according to their due dates, and reflects this on next period's billing statement. It is also possible to track the history of bills in the system in detail. The program posts each collection in its corresponding slot so flaws that may occur in collections can be caught. The **biggest benefit** of the system is that the **invoicing time** went down to 10-15 minutes from 3 hours.'

Laboratory Software: Waste water fees are calculated and billed according to standard-exceeding quantities of materials determined with chemical and bacteriological analysis conducted at IAOSB waste water treatment laboratory.

Document Tracking Software: All received documents and correspondence can be stored in the database along with their receipt type such as e-mail or fax with the help of this software. The biggest facility this software, which also brings savings in space and paper costs, provides is the ability to report any document when needed.

Renter Program: Tracking of OSB-owned space rents, rental agreements, and collections can be done in detail from the Renter Program. Rents can be automatically increased for future periods according to dollar, euro, CPI or PPI rates when contract information is entered. Related billing information can be transferred to accounting.

OSB Legal Process Tracking Program: Zone's legal cases can be tracked and documents can be stored inside the program. Case transactions and information can be filed and data can be pulled in report form.

All software and programs prepared in Custom OSB Module work in integration with Netsis Fusion@6 package. The system is designed for expansion according to new developments and changes. Additionally, customer debt and invoice information can be automatically transferred in text format to banks with which special agreements have been made. Information feedback is also done over the same system after payment takes place. This brings about savings in time by preventing duplicate invoice entries.

Over the web bill tracking

Explaining that their most important goal was to distribute information over the internet when they started their technological infrastructure replacement efforts, IAOSB

representatives said "We redesigned our web page for internet services. We expanded our infrastructure in such a way that we'll move in the direction of world trends. Our goal was to be able to track monthly dues, electric, water, waste water fees, period interests with the constraints of our choosing over our web page. We wanted the firms to reach any kind of related information with ease without having to contact us. Information transfer ease that Netsis provided with its reports has once again proved Fusion@6 to be the right choice while moving towards our goals." During the project process that took over a year, custom software needs of IAOSB was relayed to the NETSIS development team. When the programs started to take shape, their integration with Netsis Fusion@6 was enabled. By 2008, all systems were transferred over to NETSIS. Mentioning that Netsis support continued after the project was completed as well, and Netsis personnel provided rapid responses for all questions and issues that were raised, IAOSB representatives went on saying "It is near impossible not to have any flaws in such a large project creating so many firsts, but we were able to

manage the process without major problems with the understanding and compromising of both sides. Both establishments have once again proved their professionalism with this project".

The representatives who said that they were glad to work with Netsis summarized the next step in the project that was continuously evolving as follows; "We are planning to have the electric bill point information read by fiber optic cabling and scada systems and enable automatic invoicing in the near future. This application will also be a first in Turkey. Netsis has built the complete infrastructure for us. We will also start using the SMS module which is an important feature of Fusion@6 package in the upcoming process, we believe this module will bring us great advantages in member communications.

IAOSB Information Technology representatives who said the staff did not experience any problems during the training process explained "After receiving a general Netsis overview, the trainings continued on an individual basis. As the IT personnel, we acted as catalysts in the process. We are the first line of response for issues our staff experiences. For more serious issues, we contact Netsis Project team. We extend our thanks to the whole team that supported us during this project".

Why OSB Module:

- Flexible and fast reporting,
- Receivable/payable tracking on an income basis (monthly dues, electric, water, natural gas, waste water, etc),
- Collections by income and on-billing penalty application
- Ability to support scada systems
- Automatic tracking of bill collections through bank integration
- Automatic rent accrual for renting members
- Detailed member tracking (GTIP records, Nace records, Activity field records)

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