

# Turkey's Social Security Institution adopts Attunity's CDC to enable Real-time Data Warehousing



## At a Glance

### About SGK

SGK, the Turkish government's Social Security Institution, serves over 60 million people and consists of three different entities including the Retirement Fund, Social Insurance, and the Self-employment Fund.

### Objectives

To enable the delivery of timely and integrated information required for improving customer service, enhancing employee productivity and increasing business process efficiencies.

### Solution

Attunity Stream's Change Data Capture (CDC) technology enables real-time data warehousing across SGK's disparate and heterogeneous IT environment.

"Since millions rely on SGK's support to live and prosper, it became an imperative to improve operational efficiencies and make timely information available."

**Bunyamin Karadeniz**  
**Project Manager**  
**Havelsan Inc.**  
**SGK's system integrator**

***Enables e-government initiative to improve service, responsiveness and operational efficiencies***

## The Organization

Turkey's Social Security Institution, SGK, serves over 60 million people and consists of three organizations including the Retirement Fund for civil servants, the Social Insurance Institution for contractual and agricultural paid workers, and the Self Employment Fund for self-employers, housewives, and heads of villages.

## The Objectives

An e-government initiative sparked SGK's need to deliver real-time data warehousing and self-service business intelligence capabilities. These would improve decision support and enable senior managers, auditors and more than 2,000 business users to independently access information in real-time. Specific objectives would include enabling the delivery of timely and integrated information required for improving customer service, enhancing employee productivity and increasing business process efficiencies. To meet these objectives, SGK needed to make the most current, accurate information available at the user's fingertips in mere seconds. In turn, SGK would be able to improve its responsiveness to the people and organizations of Turkey who depend on them to provide timely and efficient support and services.

## The Challenge

"Making timely information available was truly challenging for an organization like SGK, consisting of three different entities," explained **Bunyamin Karadeniz, Project Manager at Havelsan Inc., the leading system integrator chosen by SGK to design and implement their solution.** "With high volumes of data stored across legacy mainframe systems, business users were forced to rely on the IT department for every information request, which took a long time given the lack of modern tools and technology. This resulted in delays and insufficient, outdated information for decision support, thus making accurate planning and timely response nearly impossible. For example, preparing reports for auditors would take up to ten days to complete, often causing delays in processing insurance claims. Since millions rely on SGK's support to live and prosper, it became an imperative to improve operational efficiencies and make timely information available."

SGK Decision Support System with Numbers	
Data Amount	5 TB
# of Users	2000
# of Reports	77
Hardware	
Storage Capacity	24 TB
Total Memory	512 GB
# of Processors	32 CPU

### Attunity Benefits

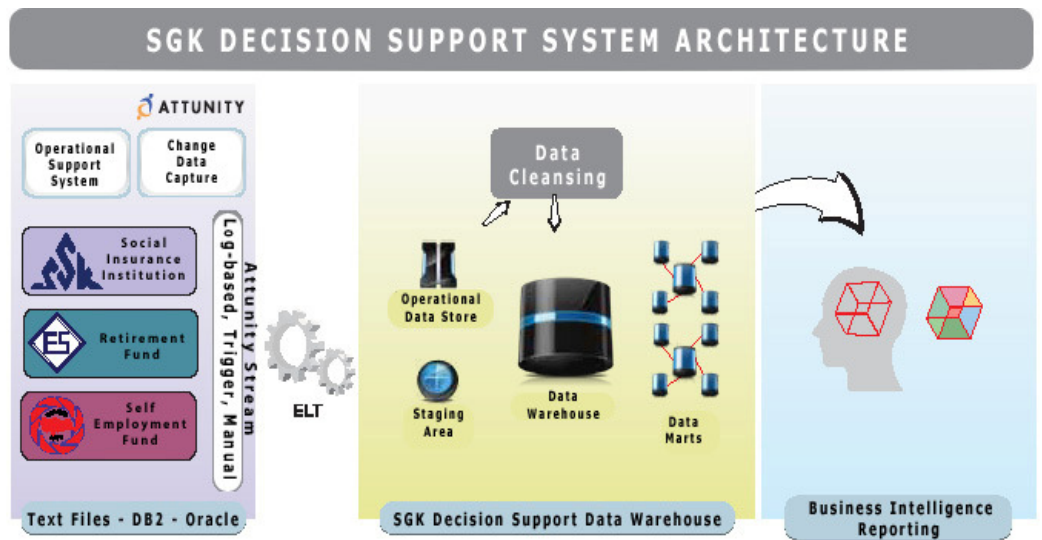
- Real-time data access
- Low latency/low overhead
- Supports heterogeneous environments
- Log-based CDC; batch windows no longer required
- Best price performance

"Attunity proved to be the right partner as well as the right technology. Their technical know-how and responsiveness were instrumental in making the project a success and helping us achieve our objectives."

**Ayla Gemalmaz**  
**Decision Support Manager**  
**SGK**

### Real Results

To meet the multi-faceted challenges they were facing in their disparately sourced environment, SGK and Havelsan put a solution in place which leveraged Attunity Stream's low-impact CDC technology for efficient and frequent data extraction from DB2 databases on SGK's mainframe systems. This would ensure that fresh data could be loaded to their data warehouse and made available for business intelligence purposes. With CDC by Attunity seamlessly complementing their Oracle-based business intelligence and middleware environment, the most current, accurate information is now available at the user's fingertips in mere seconds. And today, SGK has a technology stack that enables efficient data processing with reduced dependency on IT resources.



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### The Benefits of Real-time Information for SGK

- Delivery of timely information, enabling intelligent and fast reports for the senior managers, auditors and 2000 end-users of the Social Security Institution.
- Improved customer satisfaction by enabling availability of the most up-to-date information to the people of Turkey in a timely manner.
- Increased efficiency & productivity by the transformation of data to knowledge & strategy.
- Improved operational efficiencies, reporting and business intelligence.
- Consistent data and reporting across the three SGK organizations.
- Enabled ability to generate and run self-designed reports.
- Decreased load of operational systems.