



## KOLEKTOR

Kolektor  
Buenos Aires, Argentina  
www.kolektor.com.ar

### Industry:

Professional Services

### Employees:

653

### Oracle Products & Services:

Oracle Database Enterprise Edition  
Oracle Application Server  
Oracle Internet Developer Suite  
Oracle Forms and Reports  
Oracle Integration and Enterprise Service Bus

### Oracle Partner:



TRIMIX  
www.trimix.com.ar

**“With Oracle’s IT platform, we’ve achieved tight integration of tax system services, both with the Provincial Revenue Office and with taxpayers. This has improved the online services that we offer through the government of Cordoba province.”** – Luis Maria Balbuena, Systems Manager, Servicios y Consultoria Kolektor

## Kolektor Improves Taxpayer Convenience and Payment Efficiency with Integrated IT Platform

Kolektor is made up of two companies: Servicios y Consultoría, S.A. (Services and Consulting), and Compañía de Gestión, Administración y Fiscalización, S.A. (Management, Administration, and Oversight). It contracts with the government of Argentina's Cordoba province to modernize and improve the province's tax administration system, and to manage non-judicial collection of overdue taxes and other financial obligations.

### Challenges

- Implement an integrated and flexible IT platform compatible with the government's tax systems to improve and increase tax collection
- Centralize information in a robust database to extend visibility throughout the organization
- Improve access to tax information for officials and citizens by making it available online
- Automate procedures for paying and collecting taxes to improve taxpayer services
- Improve productivity and reduce IT maintenance costs

### Solution

- Implemented a flexible, integrated IT platform compatible with the tax systems of Cordoba's Provincial Revenue Office, improving procedures for paying and collecting taxes
- Worked with Oracle Partner, Trimix, to create a centralized database with Oracle Database Enterprise Edition, extending information visibility throughout the organization
- Improved access to digitalized tax information, driving a 95% increase in citizens' online inquiries
- Automated tax payments, implementing an online system to enable taxpayers to view accounts and send their payment vouchers
- Reduced in-person taxpayer transactions by 50%
- Reduced long lines on peak taxpaying days, increasing taxpayers' level of satisfaction
- Enabled effective calculation and resending of payment vouchers to taxpayers, facilitating on-time tax collection
- Reduced IT maintenance costs by 50%