

## **INFORMATION** MAXIMIZES REVENUE MANAGEMENT

Oracle Solutions for Tax and Revenue Administrations

Oracle Enterprise Taxation Management

Oracle Enterprise Taxation Management is specifically designed to support the challenges of tax and revenue administrations worldwide. It is a secure, tax-specific, commercial off-the-shelf (COTS) software solution that enables tax and revenue administrations to optimize all aspects of the revenue collection process and quickly respond to tax law and regulatory changes.

## Today's Industry Challenges

Tax and Revenue Administrations today are faced with unprecedented demands to increase efficiency and effectiveness. Included in these demands are: professional customer service, responsiveness to legislative change, accuracy in collections, and pro-active actions that reduce fraud and non-compliance. For decades, tax administrations had limited choices in acquiring software that met jurisdiction's requirements. The vast majority developed custom solutions or utilized transfer solutions from other industries. This created larger development teams with expensive and time-consuming maintenance and support demands; and more importantly, an application infrastructure particularly unresponsive to business needs. Given that these systems are not capable of meeting these significant demands, tax administrations are now faced with the daunting task of replacing current legacy applications with solutions that are more flexible, scalable and less expensive to maintain. Furthermore, these new systems must be upgradable and able to take advantage of the rapid improvement and continuous positive change in the technological landscape.

## Oracle's Solution

Oracle Enterprise Taxation Management is a comprehensive, end-to-end tax and revenue management solution that provides a flexible and configurable alternative to custom-built systems. It creates a single view of the taxpayer by consolidating information from multiple legacy systems across all tax and revenue sources, resulting in improved revenue generation, tracking, compliance, and customer service. It is a solution that has been architected with the tax accounting requirements that are specific to the Tax and Revenue Administration industry, thus providing the tax administration with period based accounting as a standard capability

## Oracle Approach

Oracle provides a comprehensive reference model for tax and revenue administrations together with a configurable application that provides all the necessary functional capabilities for a fully-fledged tax administration system. The standards-based J2EE Services-Oriented Architecture (SOA) lets you manage and maintain the application using resources that are readily available in the market. In addition, the architecture enables interoperability with ancillary systems.

Oracle has expanded its commitment to the public sector with its vendor-developed, vendor-supported, commercially available off-the-shelf application that delivers:

- **Enterprise Tax & Revenue Administration Capabilities.** With Oracle Enterprise Taxation Management, it's easy to add new business rules and new revenue sources.
- **Configuration-Driven Business Rules.** During implementation, you can choose options that tailor the system to your needs. Configuration tables let you implement changes in hours instead of weeks or months and eliminates expensive and time-consuming code changes.
- **Jurisdictional Flexibility.** Plug-in configuration lets you fine-tune business processes. Plug-ins are easy to deploy and maintain. You are able to retain them, with no need for rewrites or re-implementation, through multiple system upgrades. This results in lower deployment and upgrade costs.
- **Upgrades & Enhancements.** Regular updates and upgrades keep you current with technology advances as well as local and international best practices.
- **World-Class Support.** 24/7 back up service whenever and wherever you need it. As a tax-specific application, Oracle Enterprise Taxation Management is architected specifically to address the critical architectural demands of a tax administration system.
- **Integrated View of the Taxpayer.** The solution provides a 360-degree view of the taxpayer across multiple taxes and across the entire taxpayer lifespan. A common taxpayer database is used to promote intra-agency consistency and enables your staff to manage individual cases expeditiously.
- **Flexible Processes and Automation.** Standard processes and workflows conform to general tax agency needs but can also be changed to respond to specific situations.
- **Local and Regional Adaptability.** The solution serves as a springboard from which you develop and evaluate effective collection strategies, configure complex payment application rules, vary strategies by taxpayer segment, and test scenarios before they are put into production.
- **Reduced Maintenance and Support Requirements.** The solution maximizes your ability to address multiple agency needs by handling a variety of revenue sources that include sales taxes, income taxes, vehicle taxes, royalties, and more, with fewer resources.

## A Comprehensive Approach

You get:

- Registration
- Returns processing
- Taxpayer accounting and assessment
- Case management
- Collections
- Cashiering
- Revenue accounting
- ... All in one package

## Oracle's Value Proposition

"Our vision is to reorganize and refine our tax collection process to become one of the most efficient and accurate in the world. We conducted a comprehensive and thorough vendor evaluation to ensure we found the right company to meet our needs. Not only does Oracle have a functionally robust solution, especially in respect to credit and collections, but just as importantly, they were a vendor who truly listened, understood our business processes and objectives, and demonstrated how they would address our business concerns."

**Peter Jongkind**

Project Director, Belastingdienst  
(Dutch Tax Authority)  
The Netherlands

Through the implementation of Oracle Enterprise Taxation Management, tax and revenue administrations can now finally unlock the true value of COTS applications:

Oracle Enterprise Taxation Management lowers your total cost of ownership:

- **Single-View.** Provides a single-view of the taxpayer for Transactional, Case Management and Business Intelligence/Analysis requirements.
- **Process-Improvement.** Enhances workflow capabilities to increase the accuracy and completeness of information captured. In addition, as volumes and requirements change, the application can be scaled and expanded to accommodate increased demands.
- **Upgrade and Enhance.** Oracle's approach and architecture preserves the investment made during original implementation. Enhancements and upgrades focus on strengthening the application's capabilities. It can be integrated with existing or other relevant systems using standards-based methods.

Oracle Enterprise Taxation Management reduces agency risk:

- **Single-View.** Oracle Enterprise Taxation Management supports the integration and processing of a wide range of tax and revenue types. Whether a jurisdiction manages one or more tax and/or revenue types, Oracle's approach offers:
  - **Consistency and Accuracy.** Taxpayers receive consistent treatment and accurate answers to their most complex and difficult questions.
  - **Activity Audit-Trail.** Built-in case management tracks enforcement, mitigating the risk of missing deadlines or failing to follow up.
  - **Security.** The solution meets exacting security standards and audits all transactions, eliminating the potential security gap that exists when utilizing multiple systems. All access and utilization is governed by single security privileges.
- **Process-Improvement.** Oracle Enterprise Taxation Management reduces errors and makes it easier to adopt standard business practices.
  - **Workflow.** Business process assistants help staff navigate difficult regulations and procedures supported by the system.
  - **Documentation.** Oracle Enterprise Taxation Management delivers comprehensive and industry-leading online documentation and activity-focused help that makes it easy for users to quickly answer questions.
- **Upgrade and Enhance.** Oracle Enterprise Taxation Management utilizes a proven and industry-standard approach to upgrading and enhancing our products.

## Oracle Applications for Public Sector: Did You Know?

Oracle is committed to the public sector, and Oracle Enterprise Taxation Management strengthens that commitment. Did you know?

- Over 100 U.S. federal government organizations run Oracle Applications
- 15 of 15 U.S. federal cabinet-level agencies run Oracle Applications
- 38 of the 50 U.S. states run Oracle Applications
- 8 of 10 provinces and 2 of 3 territories in Canada run Oracle Applications
- 11 of the largest 15 cities in Canada run Oracle Applications
- 10 of the 15 major government departments in UK run Oracle Applications
- 50 of the largest 75 local authorities in UK run Oracle Applications
- 15 of the 25 European union member nations run Oracle Applications
- 9 Asia-Pacific country governments run Oracle Applications
- 16 Latin America and Caribbean country governments run Oracle Applications

### CONTACT US

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