Tax and revenue agencies are under intense pressure to increase the collection of revenues and provide better service while decreasing costs and overhead. Siebel Public Sector solutions for tax and revenues help agencies improve efficiency and maximize collections.

Throughout all levels of government, the tax and revenue agencies responsible for collecting government revenues are under pressure to produce more with fewer resources. Many agencies facing this challenge still use paper-based processes or disparate legacy applications. In addition, these agencies are often perceived as providing low levels of customer service, including, lengthy processing times, inaccurate or unconsolidated account information, and difficulty finding answers to complex questions.

Oracle’s Siebel Public Sector solutions support a full range of solutions for all public sector agencies responsible for collecting fees from the public or private sector. The solutions enable government agencies to develop world-class levels of service, outreach, and revenue management. They help tax authorities increase voluntary compliance and let agencies administer new taxes. In addition, the solutions allow postal agencies to compete more effectively with private parcel carriers, helps licensing agencies better manage applications and approval cycles, and improves the outreach and recruiting campaigns of economic development and tourism agencies.

Enable Best Practices
Siebel Public Sector solutions for tax and revenues support industry best practices in tax management by

- Providing a single, comprehensive view of constituents or businesses and their case details—regardless of the channel of interaction. The solutions also aggregate data from multiple legacy systems.
- Improving first-time resolution rates with increased first call/contact resolution through the proper assignment of resources. The solutions also enable effective self-service capabilities, freeing up agency staff to focus on other vital activities.
- Driving highly targeted, outreach campaigns that alert constituents to changes that affect them directly.
Siebel Public Sector Solutions for Tax and Revenues

Fact: Public sector customers using Siebel Self-Service and eBilling solutions include the U.S. Department of Education and the State of Texas.

- Providing real-time analytics that enable improved decision-making. Siebel Public Sector solutions for tax and revenues provide managers with a real-time view of the key performance and operational indicators related to their areas of responsibility.
- Integrating with back-office operations (such as accounting and billing systems) so tax agencies can provide more accurate information to front-office workers about revenues, payments, and customer liabilities. This enables more effective customer service and drives revenues.

Self-Service and Electronic Billing

Oracle’s Siebel Self-Service and eBilling solutions let government agencies deliver sophisticated, self-service applications anytime, anywhere. These solutions eliminate expensive and time-consuming phone and in-person interactions while preserving the sizable investment already committed to core legacy systems. As government organizations enable true self-service for their constituents, the solutions must have the capabilities, features, functionality, performance, and scalability to deliver on the promise of eGovernment.

- Tax statements and documents
- Direct loan account access, payment, and management
- Invoicing, reporting, and analysis between businesses and government entities
- Applications for and management of government benefits
- Electronic benefits payments
- Grant applications, account access, and management
- Healthcare services, including third-party billing, explanation of benefits, claim status, and online benefits inquiries
- Online payroll and human resources

Real-time analytics. Siebel Public Sector improves decision making by providing managers with a real-time view of the key performance and operational indicators related to their areas of responsibility.

Integration with back-office operations. Through effective integration with back-office operations (such as order management and billing and payment systems), agencies can provide more accurate information about revenues, customer orders, and payments.

A Competitive Advantage for Postal Agencies

Siebel Public Sector provides solutions for postal agencies that address the following key challenges:

- More effective revenue sales management. Siebel Public Sector equips postal professionals with a single view of the customer, helping them effectively manage opportunities by identifying the specific actions that bring rapid revenue closure.
- World-class customer service and Web sales capabilities. Siebel Public Sector helps postal agencies increase revenues and customer satisfaction by improving the resolution of first call/contact issues through proper assignment of resources. The solution enables truly effective Web sales and self-service capabilities, freeing staff to perform other tasks. Field service representatives can provide more effective service with accurate products and customer information.
- Effective outreach campaigns. With Siebel Public Sector, postal agencies can effectively execute and analyze highly targeted, personalized campaigns across all channels.

About Siebel Public Sector

Increased public expectations for performance, new legislative mandates, and changing demographics are currently driving the technological transformation of government agencies. Developed in close collaboration with the world’s leading government agencies and systems integrators, Siebel Public Sector embodies the industry best practices that address the market and legislative forces driving these changes.

With Oracle’s Siebel Public Sector, government agencies can significantly enhance the business processes directly related to their mission.

CONTACT US

To learn more, call +1.800.ORACLE1 to speak to an Oracle representative or visit oracle.com/industries/government