Oracle Revenue Management for Local Governments

Oracle introduces a comprehensive approach specifically designed to optimize all aspects of the revenue collection process, taxpayer service and legislative requirements for local government.

Key Solution Components
- Oracle Enterprise Taxation and Policy Management
- Oracle Documaker
- Oracle Business Intelligence Enterprise Edition
- Oracle Fusion Middleware

Related Oracle Components
- Siebel for Public Sector
- AIA for Public Sector
- Master Data Management
- Oracle Policy Automation

Oracle’s Revenue Management for Local Government solution enables local government authorities to optimize the revenue collection process and efficiently manage ever changing tax law and legislative changes. As a Commercial-off-the-Shelf package, this comprehensive solution provides a configurable alternative to custom built systems, helps leverage existing investment, and potentially lowers implementation costs. The result is a cost-effective solution that will result in improved revenue generation, tracking, compliance, and taxpayer service.

Challenges Facing Local Government Tax and Revenue Operations

Local government tax and revenue organizations today are faced with unprecedented demands to increase efficiency, effectiveness and accuracy in a political environment of deficits, tax cuts and shifting delivery of services from state/federal agencies to local levels. Addressing these pressures will involve a myriad of complex legislative changes such as tax rate changes, new penalties, payment plans, delinquency rules, and special assessments that must inevitably be implemented and collected by local governments. The ability to quickly and accurately implement these changes will be paramount for local government to maintain transparency and engender constituent support in this challenging environment. Further, advanced processes and system capabilities will be required to allow local governments to be pro-active in taking actions that reduce fraud and non-compliance and encourage taxpayer self-compliance. Oracle Revenue Management for Local Governments provides an advanced, scalable and flexible foundation that empowers organizations to competently navigate the future changes facing local government.

Encouraging Timely Payment and Compliance

One of the primary goals of all revenue authorities is to increase self-compliance for return based taxes and reduce delinquency costs for bill-based taxes. Oracle Revenue Management for Local Governments can help revenue departments identify and collect this revenue without increasing the burden on compliant taxpayers or adding to administrative costs required to collect delinquent taxes. In many cases, information about taxpayers is split up across systems making it difficult to offer integrated views of taxpayer filing, payment, assessment and service history. The solution provides a single authoritative source of integrated taxpayer information, making it easier to respond to taxpayer inquiries, resolve issues and carry out consistent intervention and audits.

Revenue departments need the data and the tools to effectively analyze taxpayer behaviors and to develop and implement compliance risk models. Detailed taxpayer registration and account data maintained through the solution is the primary data source for business intelligence and analytics functions used in segmenting taxpayer information and searching, scoring and analyzing risk profiles to identify taxpayers with revenue at risk. This capability enhances the selection of enforcement cases and potentially improves productivity of enforcement resources.

The ability to fully automate and standardize processes throughout the tax obligation lifecycle is
critical to streamlining operating efficiencies. Taxpayer accounting offered as part of the solution includes the configuration of penalty, interest, fees and other tax related assessments and can perform complex accounting calculations. Oracle Revenue Management for Local Governments provides an excellent base for core tax processing while allowing revenue authorities the agility they require to adjust rules, processes, and integrate with trusted third parties.

Streamline Taxpayer Service

Revenue departments often interact with many related corporations and individuals—parent companies, subsidiaries, spin-offs—with little visibility into related taxpayer interactions. At a time when tax receipts are critical, Oracle Revenue Management for Local Governments equips every front office revenue professionals with a single view of the taxpayer that includes a complete record of all open cases, every previous taxpayer interaction, past filings, bills, payments and outstanding balances. The net result is a single view of the taxpayer across channels that enable departments to better manage refunds and collections.

The same information used by call centers reps can be made available to taxpayers. Taxpayers can also be given the option to self-submit certain tax forms using familiar existing forms and receive updates in a secure environment. The combination of a single view, and flexible self-service capabilities, helps to improve revenue collection while increasing call center efficiency and taxpayer satisfaction.

Manage Ever Changing Tax Policies

Oracle Revenue Management for Local Governments provides a mechanism for capturing the policy knowledge of experts, detailed audit trails to show how decisions are made and impact analysis for proposed policy changes. The solution accomplishes this with a unique natural-language authoring capability that allows revenue authority subject matter experts to develop rules directly from legislative text and policies using Microsoft Word and Microsoft Excel. This reduces reliance on technical staff because no scripting or programming is needed, and rules are written and maintained using familiar business tools.

Automatically generated audit reports allow revenue authorities to view, document, and justify each step of tax decisions. This results in greater transparency between government and its taxpayers, significantly reducing complaints and appeals. Comprehensive testing and policy simulation capabilities allow revenue authorities to assess the impact of proposed legislation, regulations, and policy changes. This approach results in more consistent service delivery, ensuring that policies achieve government aims. In short, the solution provides revenue authorities full natural language rule authoring, deployment and ongoing management with detailed decision reports, as well as a cost effective mechanism to model changes in tax policy.

The Oracle Advantage

Did you know that 24 of the top 25 U.S. cities and 15 of the top 15 US counties get better results with Oracle? With successful implementations in municipal organizations of all sizes, Oracle has a demonstrated track record in the public sector for delivering cost effective business solutions that enable local governments to control the cost of service delivery.

CONTACT US

For more information, please contact 1.800.ORACLE1 or visit www.oracle.com/goto/tax.