

## Oracle Revenue Management for Public Sector Authorities

For the first time, Oracle introduces a comprehensive approach specifically designed to optimize all aspects of the revenue collection process, taxpayer service and legislative requirements

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

### **Challenges Facing Tax and Revenue Authorities**

Revenue authorities today are faced with unprecedented demands to increase efficiency and effectiveness. At the same time, the ups and downs of a global economy have decreased revenue collections and stretched their resources to the limit. These authorities require capabilities that enable them to adapt to legislatively mandated changes in a timely fashion, increase revenue collections and apply proactive actions that reduce non-compliance, all while maintaining a high level of service.

### **Reduce the Tax Gap**

One of the primary goals of all revenue authorities is to reduce the tax gap. Oracle Revenue Management for Public Sector Authorities can help revenue authorities identify and collect this revenue without increasing the burden on compliant taxpayers or adding to administrative costs. 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 authorities 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 enhances the selection of enforcement cases and case treatment streams to enhance returns on enforcement resources.

### **Maximize Returns**

Increase your revenue stream by improving the efficiency, accuracy and timeliness of your collections

### Key Solution Components

- Oracle Enterprise Taxation and Policy Management
- Siebel for Public Sector
- Oracle Policy Automation
- AIA for Public Sector
- Master Data Management
- Oracle Fusion Middleware

### Self-Service Flexibility

Use online advice and self-service for high volume processing to automate top 80% of inquiries

### Policy Automation Advantage

At least 5 times faster to capture and maintain tax rules for system development

The ability to fully automate and standardize processes throughout the 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 Public Sector Authorities 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

Tax authorities 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, Siebel Public Sector 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 agencies to better manage refunds and collections.

Siebel Public Sector's pre-configured, simple to use, self-service portals can be used to answer common tax questions in a reliable, accurate manner and free up call center staff for more completed issues. 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 Public Sector Authorities 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 decisions reports, as well as a cost effective mechanism to model changes in tax policy.

### The Oracle Advantage

With successful implementations around the globe, Oracle has a demonstrated track record in the public sector and revenue authorities for enabling data sharing across department boundaries, administrative processes, and reducing the overall cost of service delivery. For more information, please contact 1.800.ORACLE1 or visit [www.oracle.com/public-sector](http://www.oracle.com/public-sector) and [www.oracle.com/applications/crm](http://www.oracle.com/applications/crm).



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