



Improving Taxpayer Compliance and Achieving Collaborative Outcomes

Karla Pierce, Accenture

for

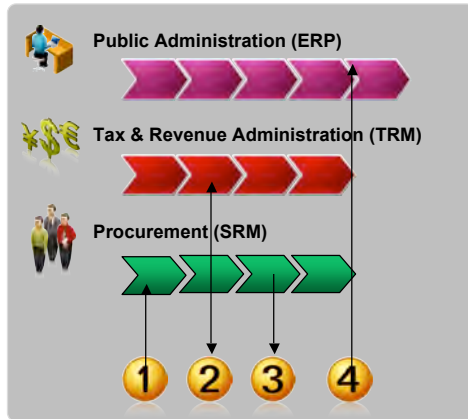
Jason Beal, Solution Principal
SAP Tax and Revenue Management Solution



THE BEST-RUN BUSINESSES RUN SAP 

Illustrative Example: Improving Taxpayer Compliance and Achieving Collaborative Outcomes

Government Processes & Platform Solutions




Tax and Procurement Scenario

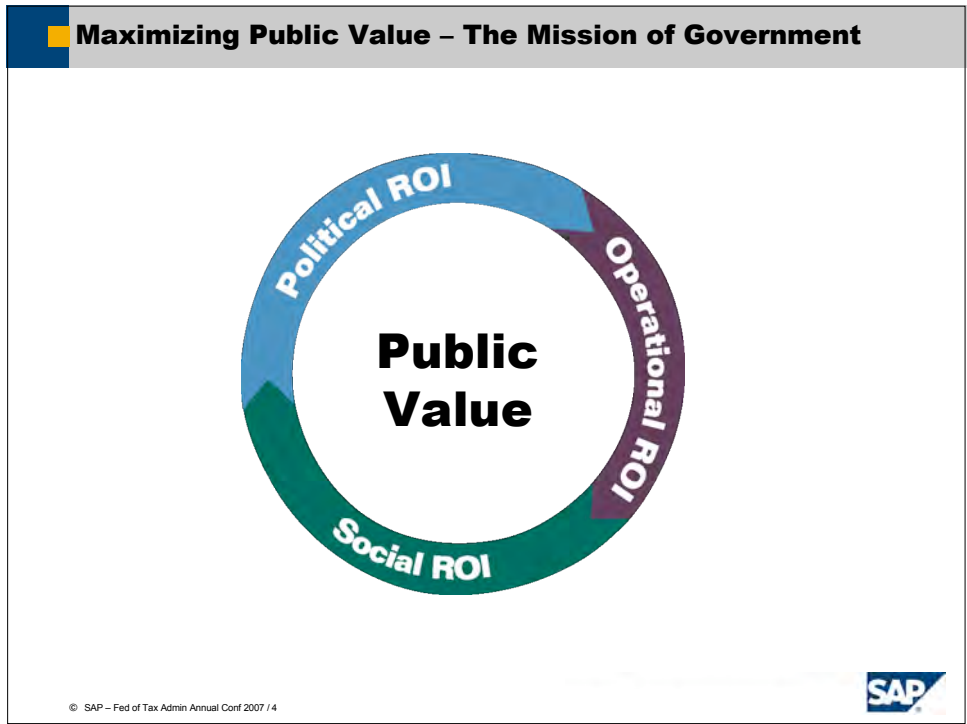
- 1 State purchases goods or services from a vendor, state owes vendor payment
- 2 As accounts payable begins payment process, they cross-check with tax agency to determine if vendor owes state taxes
- 3 System verifies that vendor owes taxes, and can balance out two transactions, either cutting voucher for money owed, or issuing bill
- 4 All transactions tracked and reconciled via the General Ledger

Collaborative outcome achieved whereby public administration and procurement agency either correctly pay or bill vendor, and tax agency ensures vendor fulfills tax obligation

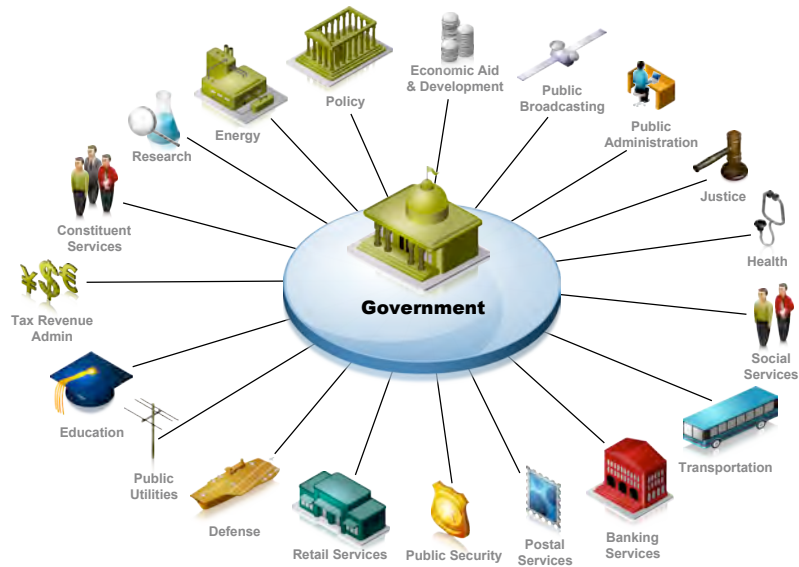


	Public Value
	Business Process Platform
	Collaborative Outcomes
	Summary

THE BEST-RUN BUSINESSES RUN SAP® 



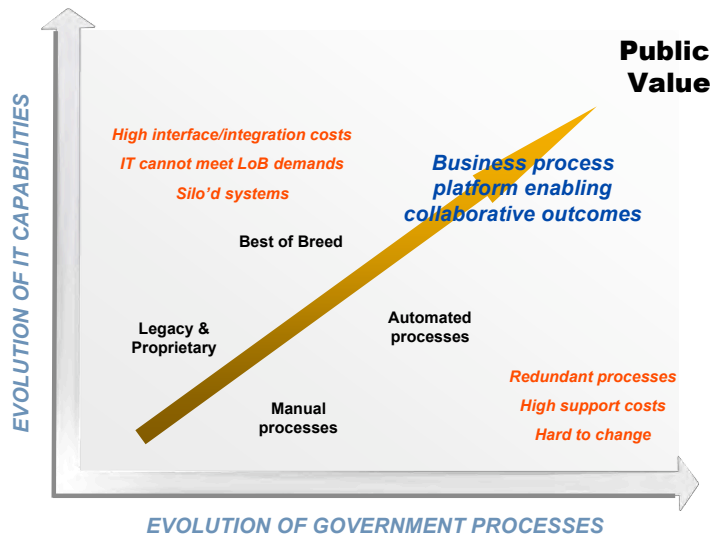
The Complex Business of Government



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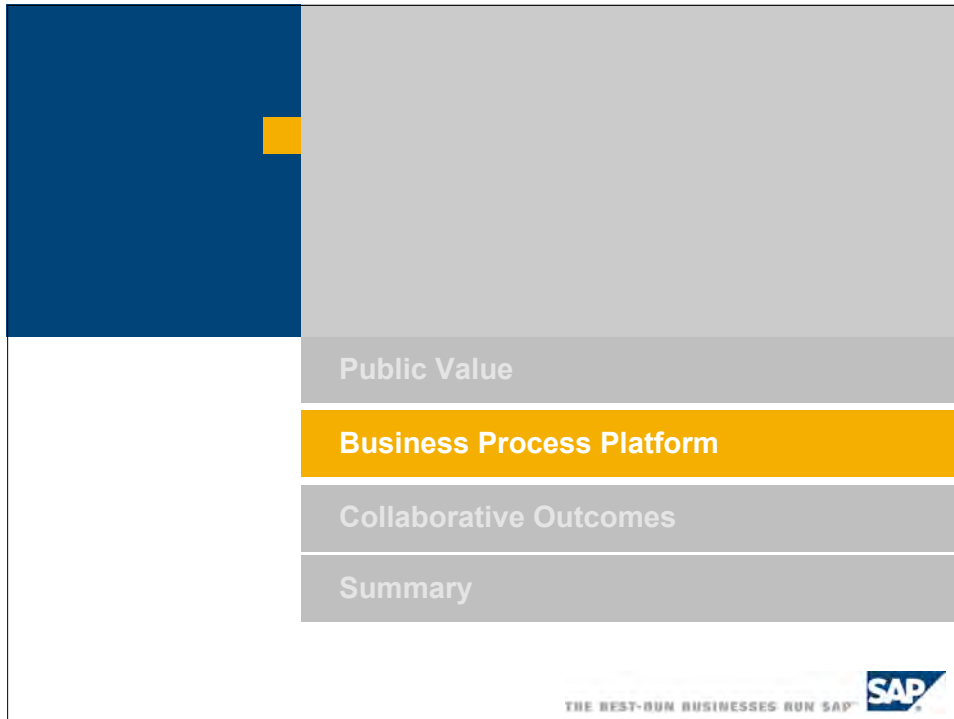


Governments Transforming Themselves to Maximize Public Value



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Defining Platform

An automobile platform is a *shared set of components* common to a number of different automobiles.

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Defining Platform

An integrated ***set of ingredients*** which delivers **greater end user benefits** than the sum of its parts.

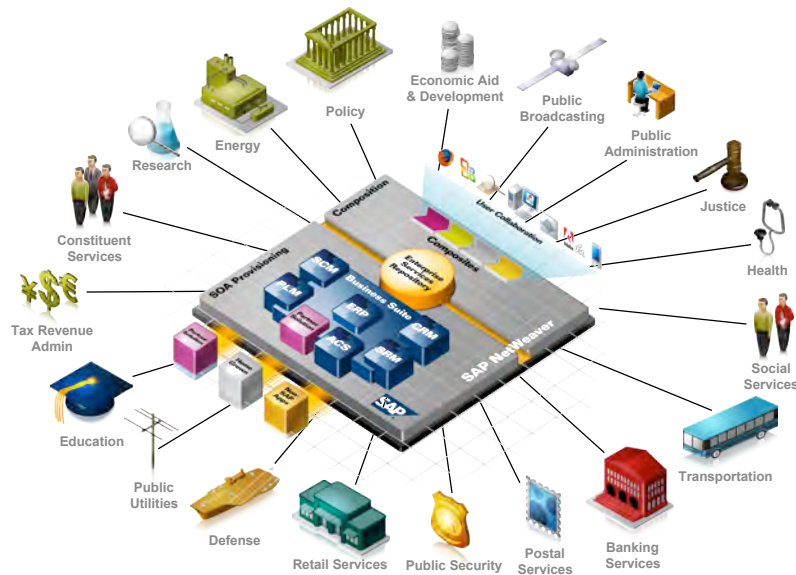
The platform is an ***aggregate of components***.



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SAP's Business Process Platform Enables Public Value



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Defining SAP's Business Process Platform

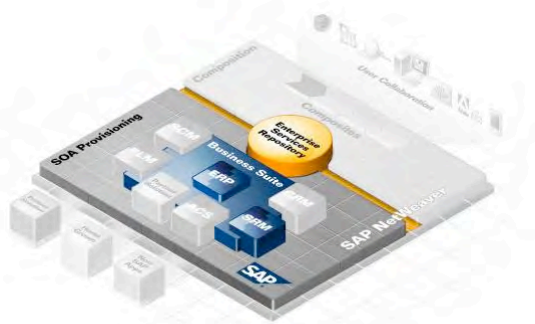
Business Process Platform Checklist

- | | | |
|--------------------------|------------------------------------|--------------------------|
| <input type="checkbox"/> | 1. Public Administration Solutions | <input type="checkbox"/> |
| <input type="checkbox"/> | 2. Line of Business Solutions | <input type="checkbox"/> |
| <input type="checkbox"/> | 3. Flexible Technology | <input type="checkbox"/> |
| <input type="checkbox"/> | 4. Partner Co-Innovation | <input type="checkbox"/> |
| <input type="checkbox"/> | 5. Business Expert Collaboration | <input type="checkbox"/> |

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1. Public Administration Solutions



- Financial Management
- Human Capital Management
- Government Procurement

Commonwealth of Pennsylvania

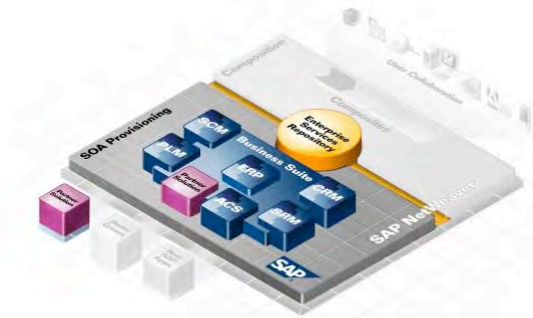


- Integrated processes for financials, workforce and procurement eliminates custom development & workaround
- Constant reconciliation for improved financial visibility ensures stronger compliance with state government controls
- Deployed in shared services model to leverage economies of scale

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2. Line of Business Solutions



- Tax & Revenue Management
- Social Services
- Public Security
- Education
- Health
- Constituent Services



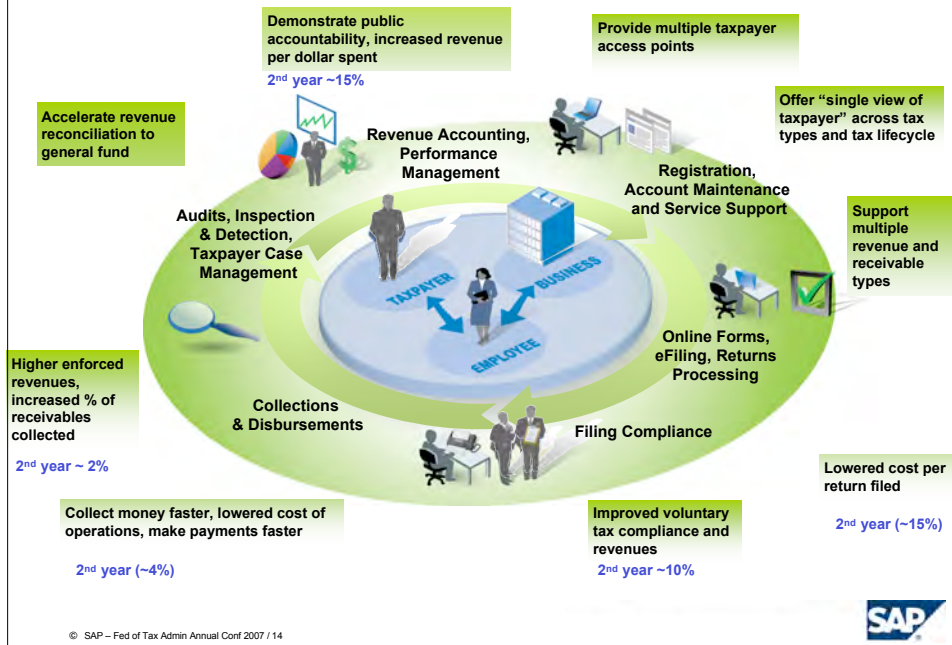
State of Michigan Department of Treasury

- Provide a “single view” of the taxpayer, reduce duplication
- Reduce ongoing legacy system maintenance and support demands
- Free up staff to focus on taxpayer services
- Support over 900K business tax filers and 8M personal income tax filers

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SAP Tax & Revenue Management



3. Flexible Technology



- Process & Application Composition
- Leverage Existing Technologies (SAP & non-SAP)
- Foundation for SOA
- Open, Standards Based Middleware and Services Repository
- Use & Re-Use of Composites
 - Enterprise Content Management
 - Case Management
 - Collection and Pay Capabilities
 - Constituent Index



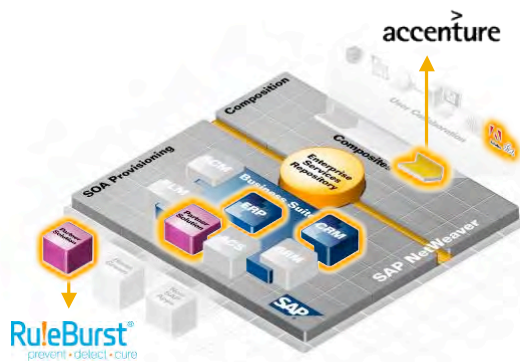
State of Florida Department of Revenue

- General Tax Adm & Child Support Enforcement share SAP components
- Automatic detection of non-compliant parents and alerts to revenue specialists for appropriate action
- Captured \$780M USD additional tax revenues so far
- Enforced revenues up 32%, voluntary revenues up 37%

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4. Partner Co-Innovation



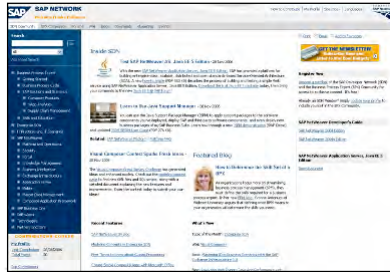
- Accenture – certified composite applications for tax & revenue management
- 52 Tax & Revenue Enterprise Services defined
- RuleBurst – model and deploy business rules without custom integration and site-specific custom development
- Dozens of implementation and ISV partners, including: Deloitte, BearingPoint, Accenture, ESRI, etc.

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5. Business Expert Collaboration

SAP Developer Network



Business Process Expert Community

Business Process Expert (BPX)

...leverage business & IT knowledge...
 ...to achieve business process innovation...
 ...by adapting, composing and executing business processes...
 ...using SAP composition software tools and enterprise services

- Extended ecosystem of experts to enhance the platform
- Communities for Public Sector and > 25+ others sharing best practices across public and commercial sectors
- Topics: Collaborative Outcomes, SOA, Shared Services, etc
- 17 Blogs across Public Services Industries
- Join today <http://bpx.sap.com>

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Checklist to Maximize Public Value

SAP's Business Process Platform Checklist

1. Public Administration Solutions
2. Line of Business Solutions
3. Flexible Technology
4. Partner Co-Innovation
5. Business Expert Collaboration



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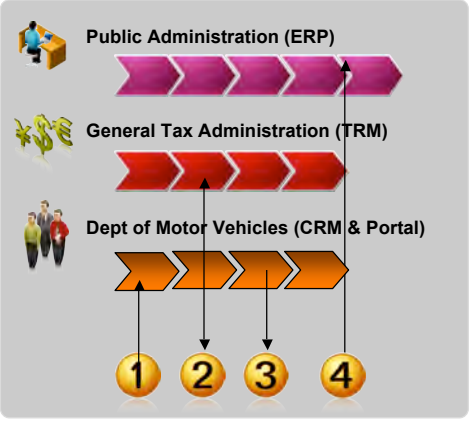


	Public Value
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	Collaborative Outcomes
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THE BEST-RUN BUSINESSES RUN SAP 

Illustrative Example: Improving Taxpayer Compliance and Achieving Collaborative Outcomes

Government Processes & Platform Solutions



Public Administration (ERP)

General Tax Administration (TRM)


Dept of Motor Vehicles (CRM & Portal)

1 2 3 4

DMV & GTA Scenario

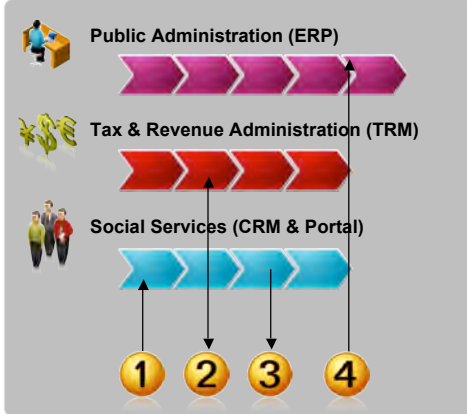
- 1 Citizen requests a renewal of driver's license with DMV office
- 2 DMV system and/or staff interacts with tax & revenue agency, to determine if applicant's tax obligation has been met
- 3 If not, DMV will not renew license until citizen fulfills tax obligation and makes payment for renewal
- 4 All transactions tracked and reconciled via Financial Management within Public Administration

Collaborative outcomes achieved whereby DMV only renews eligible constituents and tax agency ensures taxpayer compliance

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Illustrative Example: Improving Taxpayer Compliance and Achieving Collaborative Outcomes

Government Processes & Platform Solutions



Tax and Child Support Enforcement Scenario

- 1 Custodial parent is entitled but not getting child support payment, contacts department of social services
- 2 System and/or social services staff interacts with tax & revenue, and non-custodial parent's wages or tax refund is identified and electronically garnished
- 3 System dispenses electronic payment to custodial parent (child support payment is paid)
- 4 All transactions tracked and reconciled via the General Ledger

Collaborative outcome achieved whereby child support enforcement agency ensure custodial parent receives payment and tax agency ensures non-custodial parent fulfills tax obligation

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Public Value

Business Process Platform

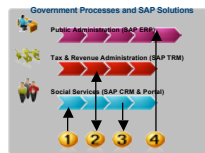
Collaborative Outcomes

Summary

SAP Improves Taxpayer Compliance and Achieves Collaborative Outcomes



Leveraging SAP's Business Process Platform...



...drives collaborative outcomes



...and SAP's Tax & Revenue Management solution



...to maximize public value

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Call to Action

- 1) Visit our Booth for details
- 2) Attend Tuesday luncheon for presentation of SAP Strategy Management for Tax & Revenue
- 3) Contact Jason Beal for follow-up
- 4) Develop a business case together

Jason Beal

Principal, Tax & Revenue Mgmt Solution

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