

Diverse taxpayers. Millions of transactions annually. Discrete processing systems. Demands for a responsive, personalised customer service. The pressures on today's tax and revenue collection services is unprecedented – and unrelenting.

The solution is here today in SAP Tax and Revenue Management. SAP and Invenio are working together to help you address these challenges. Together, our industry expertise, comprehensive solutions and proven results will ensure that you can efficiently and effectively manage the tax and revenue collection process.

**SAP® Member**  
Extended Business Program



## The Pressure Stops Here

Legacy systems are fast becoming unsuited to handle the challenges of the 21<sup>st</sup> century. You need technology that provides taxpayers with ready access to information; automatic billing processes and payment requests, and collection activities that are linked to deliver a 360-degree view of your relationship with each taxpayer.

To enable fast, integrated collection activities you need a solution that helps modernise your services, increases your efficiency, and aligns your processes around the needs of your customers. Technology that not only accommodates regulatory requirements, but also embraces e-government initiatives.

SAP Tax and Revenue Management is the result of nearly three decades of experience in serving central and local government, SAP Tax and Revenue Management helps you to modernise your tax and revenue collections to deliver a uniquely streamlined, integrated solution. This helps relieve the pressure on the collections process and helps you improve your bottom line.

And with the combined efforts of Invenio and SAP, you can increase revenues and improve taxpayer compliance, thus making the transition to a 21<sup>st</sup> century government agency.

## Powerful Solutions to Meet Today's Complex Collection and Administration Challenges

SAP Tax and Revenue Management is the first 'off-the-shelf' software solution for tax and revenue collections. It serves all your administration needs whilst improving the customer service experience of taxpayers. This, combined, with Invenio's proven experience in successfully implementing the solution to manage tax and revenue requirements of a citizen base in excess of 1.3 million, ensures you have the perfect partnership of cutting edge technology with the consulting expertise that can effect a successful, reliable solution implementation.

By giving you an integrated tax and revenue management system, you'll get a holistic view of your customers, introduce a personalised customer service experience, improve voluntary compliance and increase operational efficiencies. All within the scope of a powerful, sophisticated system for managing, monitoring, and collecting taxes and revenues.

## Key processes in SAP Tax and Revenue Management include:

- **Registration and Account Maintenance** - enables taxpayers to register through multiple channels, such as over the internet, on paper, or in person. Registration provides each taxpayer with a single, unique account that you can make accessible via the internet. You can guide your customers through internet self-service – providing suggested tax-type information. Centralised address management makes it easy for you - and your customers - to keep personal data up to date.
- **Returns Filing and Remittance Processing** - accepts paper, fax, telefile, and internet-based tax filing; with all methods accessing the same rules database. Internet-based service enables customers to make payments, receive confirmations and register queries and complaints around the clock.
- **Correspondence and Contact Management** - supports all correspondence types, including remittance documents. The solution automatically monitors all incoming correspondence and creates outgoing correspondence between you and your customers.
- **Billing** - serves as a foundation for consolidated billing activities by supporting the management, tracking, accounting and reporting of information related to all payments. It manages all accounts receivable, billing, and refund activities. You can perform both paper-based and electronic billing.

- **Audit and Compliance** - provides powerful business intelligence that supports careful decision making, audit triggering and planning and knowledge management. You can spotlight common mistakes to educate customers about potential errors – aiding accuracy and voluntary compliance. Your auditors can obtain complete and current payment history and update the information accordingly.

### Proven Benefits: Comprehensive, Easy to Use, Affordable to Maintain

For nearly three decades, SAP has delivered best practice solutions to central and local government – solutions that help their processes run more cost-effectively, quickly, and efficiently. SAP Tax and Revenue Management delivers a wide range of proven benefits that address your needs for power, performance, and budget management. Specifically, the solution is:

- **Comprehensive.** The tax and revenue management system supports all your core tax and revenue administration processes, including registration, return filing and payment processing, collections, audits, customer assistance, and financial management.
- **Fully integrated.** All applications and data are fully integrated, providing every authorised employee with access to comprehensive customer data and supporting applications. The integrated data architecture stores master data once, then makes it available to all components – saving memory, keeping data consistent, and reducing ongoing maintenance. The solution also extensively uses shared business rules and application components where applicable. Tax calculations are performed using SAP's Rule Based Framework – thereby ensuring complete integration across the entire process.
- **Proven.** Based on a proven set of best practices, the solution reflects SAP's wide expertise in the public sector. SAP consistently upgrades the best practices and makes them available to you.
- **Easy to maintain.** SAP upgrades the tax and revenue management capabilities to meet the changing landscape of government requirements. SAP develops systems that are easy to maintain, so you can easily apply upgrades while protecting the unique features of your installation.
- **Simple to configure.** The tax and revenue management capabilities are highly flexible and configurable. You can configure each application component to address your specific needs.
- **Powerful.** Proven to handle large volumes of data, the solution executes high-volume data processing tasks in the background and can even process transactions in distributed systems.

### The Transformation Starts Here. Take the Next Step

SAP Tax and Revenue Management is the only complete and integrated solution that can transform your tax and revenue agency into a customer-focused service organisation.

Invenio's SAP Tax and Revenue Management practice is uniquely placed to offer a rapid, efficient and cost effective deployment of your solution. As an authorised SAP Partner, Invenio offers experienced consultants who are all fully certified in the SAP Tax and Revenue Management solution. We take great care in assembling exactly the right team from a pool of talented consultants who can draw upon experience in similar projects and who offer a proven track record in project delivery. But the service doesn't stop there. To ensure long term success of your SAP Tax and Revenue Management application we offer a fully integrated range of training, support and consulting services to ensure your solution is running at peak efficiency and delivering on the promise of streamlined, effective support for all your tax and revenue collection obligations.

For more information, visit our website at [www.invenio-solutions.com](http://www.invenio-solutions.com) or call us today on +44 (0)330 440 1800.

#### Invenio Business Solutions

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Invenio's experience includes implementations that manage tax and revenue requirements of a citizen base in excess of 1.3 million.