



TECHNO BRAIN
Empowering Lives

Comprehensive & Integrated ICT Solutions for Revenue Authorities

In every country, Government organizations today are struggling to deliver increased, as well as improved, constituent services despite a decline in government revenue. Nowhere is this challenge more pressing than at tax and revenue authorities, since they collect monies that fund other government operations. Today, Revenue Authorities 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. The revenue authorities require capabilities that enable them to generate revenue, plug leakages in revenue collection, adapt to mandated legislative changes in a timely fashion, and apply proactive measures that will reduce non-compliance, all while maintaining a high level of service. Revenue Authorities realize that information technology has to be leveraged to provide better services, ensure compliance, streamline operations, increase revenue collection and comply with e-government.

Techno Brain Offerings

Techno Brain's comprehensive revenue management solutions for Government agencies across the globe help streamline operations, increase revenue collection, and comply with e-government mandates for security and confidentiality. Techno Brain's approach to the challenges faced by agencies handling tax and revenue gives them the flexibility to build a solution that fits their unique business needs and enforce compliance while increasing tax collection. Techno Brain's suite of ICT solutions for Revenue Authorities:

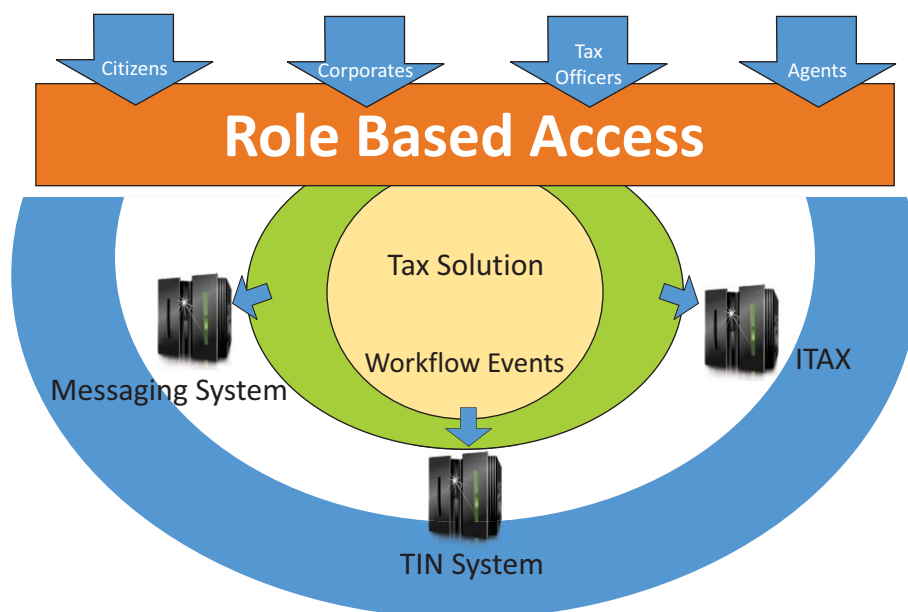
- ❖ **E - Tax Registration & E - Filing System**
- ❖ **Import / Export Commodity Valuation System (IECVS)**
- ❖ **Central Motor Vehicle Registration System (CMVRS)**
- ❖ **Pre-Customs Single Window (Electronic Clearance of Goods)**
- ❖ **CRM based Customer Service Solutions**
- ❖ **Electronic Cargo Tracking System (ECTS)**
- ❖ **Intranet Portal & Messaging System**
- ❖ **Enterprise Data Warehouse System**

E - Tax Registration & E - Filing

To provide better citizen centric services and to improve tax collection process, Revenue Authorities (RA) are now incorporating E-Tax application. E-Tax allows citizens to pay tax using e-tax features using devices such as Signature Pad, Touch Screen, devices etc. With this application, citizens will be able to store partially filled forms online and edit multiple times before final submission. This E-Tax application also allows providing instant confirmation about tax filed by citizens.

Benefits

- ❖ Reduce cost of data entry and duplication of work
- ❖ Reduce time & errors of manual compilation
- ❖ Instant tax collection from citizens
- ❖ Ability to see current pending taxes
- ❖ e-Tax File made easy for citizen to make payment
- from anywhere any time
- ❖ Reduce human errors while doing e-tax file
- ❖ Synchronize tax data to online server whenever connection available



Functional Overview of E-Tax Registration & E-Filing System

Import / Export Commodity Valuation System

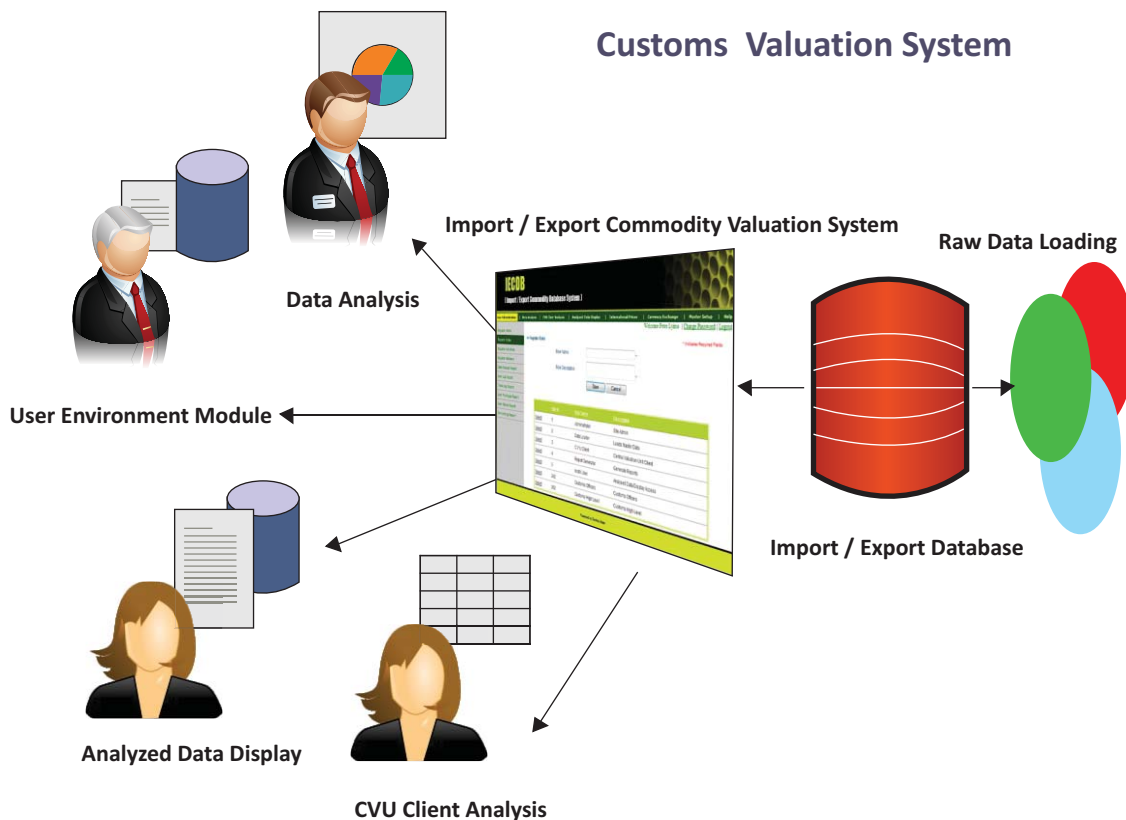
Revenue Authorities worldwide are losing billions of dollars due to irregularities in declared prices. Thus, Revenue Authorities require an Intelligent Analysis Software System that would enable custom officers to identify, track & detect such variances in import/export prices.

Techno Brain along with the Revenue Authorities across various countries conducted a detailed study of the current valuation and clearance processes and developed a software solution to identify the outliers and protect the government revenues.

Techno Brain's **Import / Export Commodity Valuation System** analyzes the data arriving at unit values, compute the deviation of identical goods and identify outliers where import/export prices are out of range from predetermined norms. The analyzed data is available online helping custom officers to fetch base line value of a commodity, search & retrieve required information and manage operations efficiently and instantly.

Benefits

- ❖ Instant report on Under-Valuation of goods
- ❖ Analysis of import/export data providing unit values, analyzed prices and outliers
- ❖ Master setup screens to capture the data of country codes, currency codes, HS-ITC code
- ❖ Complete browser based Application connected to the import/export database at all custom stations
- ❖ Raises alerts on particular Importer / Exporter who under declares the value of commodities to evade the custom duty



Functional Overview of Import / Export Commodity Valuation System

Central Motor Vehicle Registration System (CMVRS)

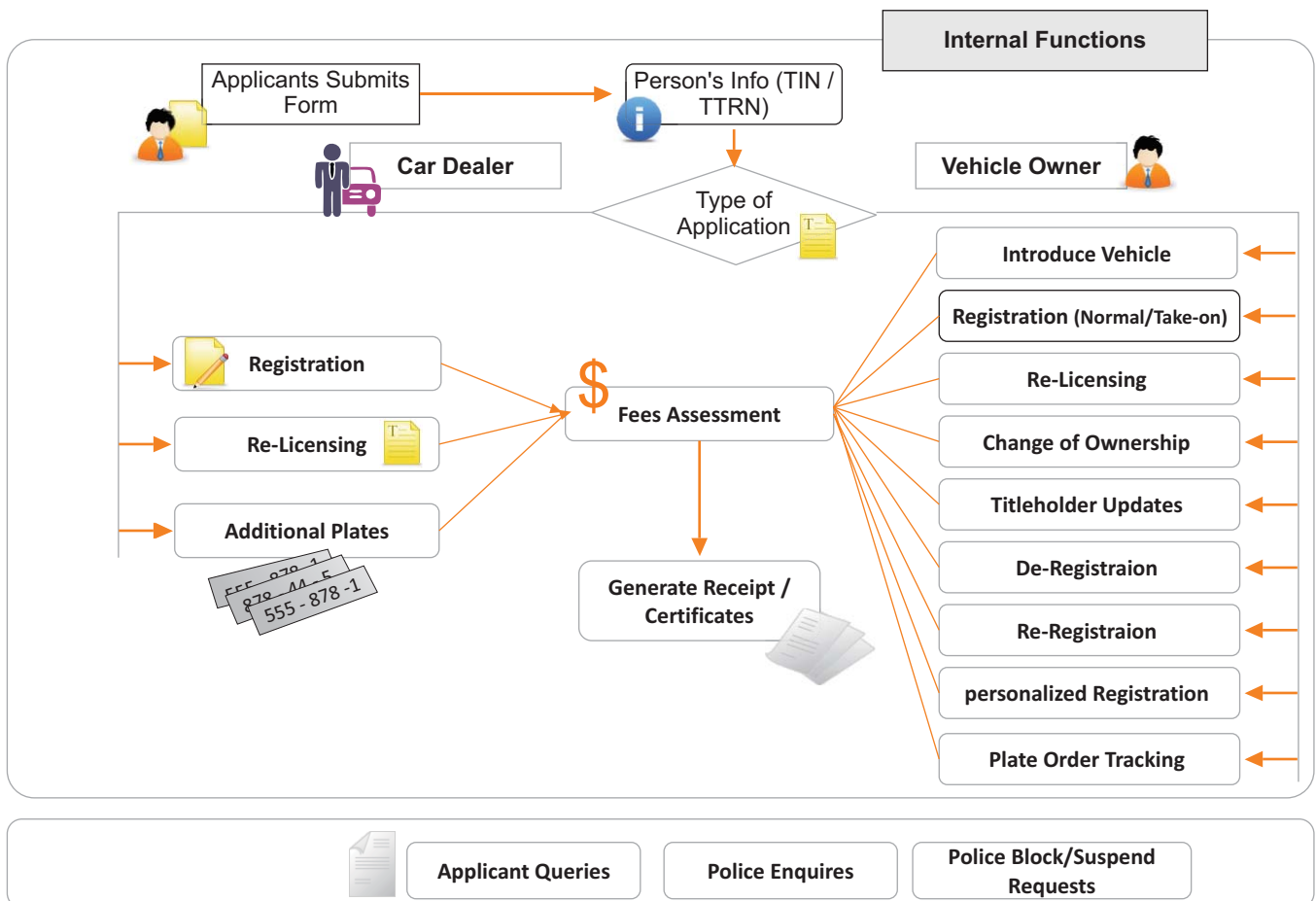
Digitization of Motor Vehicle Registration helps government agencies to improve revenue collection from motor vehicles by replacing substandard documents with new and secured ones, enhance control on inter-border crossing vehicles, reducing the number of fraudulent registrations, and maintain reliable data for monitoring and administering road safety which in turn would improve efficiency of the department.

Techno Brain's R&D department assessed the needs of authorities and developed a customized solution which will take into account existing equipment, planned technology initiatives, production facilities, priorities and budgets.

Our **Central Motor Vehicle Registration System (CMVRS)** is an effective and sustainable system, which is capable of maintaining an accurate and updated database of the vehicle and ownership, through IT-enabled and system managed capabilities handling all transactions, covering registration, licensing, re-registration, transfers, deregistration, cancellations, periodic fitness certification, penalty and ticketing management and inter-regional movement/transfers.

Benefits

- ❖ Smart Card ready for identification and security of Motor Vehicle Registration Cards / License Disks
- ❖ Eliminates duplicate and erroneous data
- ❖ SMS(Short Message Service) technology has been used to retrieve vehicle details at any location for authorized field officers



Functional Overview of Central Motor Vehicle Registration System

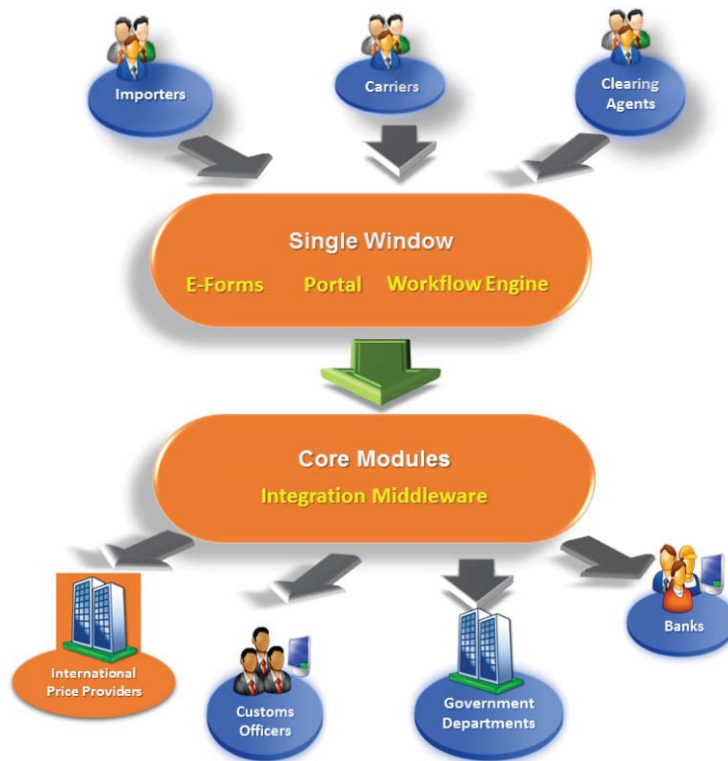
Pre-Customs Single Window (Electronic Clearance of Goods)

In cross border trade transactions the clearance and release of goods at point of entries often create a barrier to trade because of long delays. This drives importers to fraud shipment's documents and value.

Techno Brain has an integrated Customs solution encompassing a single window which allows importers, shippers, and clearing agents to submit shipments' documents through a unified secured environment, to be processed through an automated workflow engine.

Benefits

- ❖ Unified Single Window Portal for Stakeholders
- ❖ Automated workflow for electronic clearance
- ❖ Electronic and Secured Data Interchange
- ❖ A Centralized and Automated Tariff Database Engine
- ❖ Increase in government income due to elimination of manipulation
- ❖ Ease in monitoring shipments status



Functional Overview of Pre-Customs Single Window

CRM based Customer Service Solutions

Revenue Authority (RA) is aiming at transforming its customer service into a strategic asset with CRM customer service solutions. With a 360-degree view of the customer, RA agents want to resolve issues quickly and reduce handling times with advanced customer service software. By automating processes, RA agents will also be able to reduce costs and help to ensure consistent customer service is delivered across all touch points in the organization.

Benefits

- ❖ **Improve account handling:** Improve first-call resolution with access to customer histories.
- ❖ **Manage cases efficiently:** Use rules-based routing and escalation to speed first call resolution (FCR).
- ❖ **Simplify contract management:** Give agents a view of the current status and service eligibility for each customer.
- ❖ **Tap into proven expertise:** Knowledge base to Share staff expertise and easily publish, store, and access the Knowledge Base information.
- ❖ **Streamline scheduling:** Define services with related resources and work schedules to increase precision.
- ❖ **Automate workflows:** Automatically assign activities to specific agents and use rules-based escalation to redirect cases to the right agent.
- ❖ **Mobile Express for CRM:** Access and send CRM customer service data via any Web-enabled device.
- ❖ **Enhance service with insight:** Use built-in reports or create custom reports with a Report Wizard.
- ❖ **Integration:** Integration between CRM software with RA Tax Administration System (ITAS) & Custom Administration System (ASYCUDA++) using TIN number.
- ❖ **Integration with Telecom EPABX** for logging inbound customer call and recording conversation.



Functional Overview of CRM based Customer Service Solutions

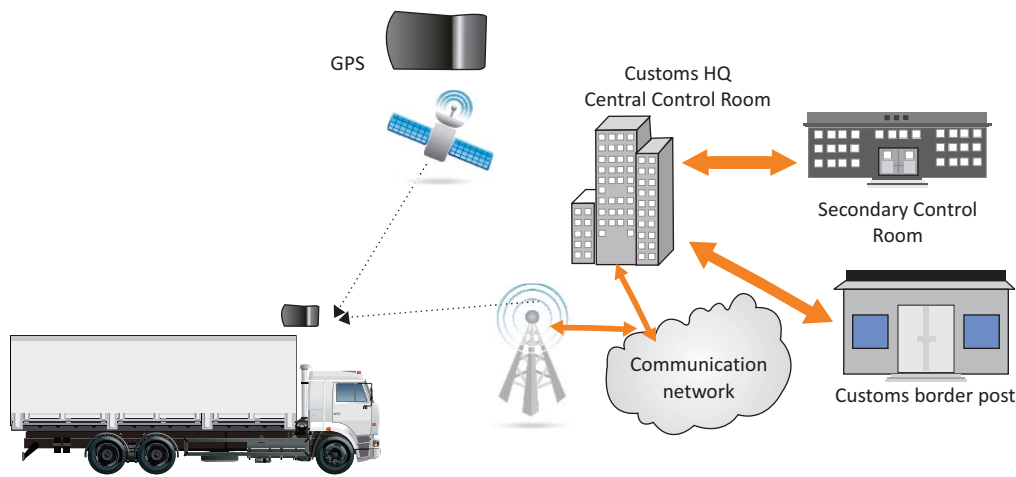
Electronic Cargo Tracking System (ECTS)

Globally, transit trade is an important element in the economic movement. The transit trucks are considered as one of the most dangerous means of smuggling inside any country. So, truck transport monitoring has become inevitable for government organizations in any country.

Techno Brain's unique and sophisticated real-time Electronic Cargo Tracking and Security System helps government agencies in enhancing enforcement of cargo handling regulations, maintaining the region as the preferred trade route for cargo and thereby improving tax collection by curbing incidents of dumping.

Benefits

- ❖ Improves revenue collection processes
- ❖ Increase the efficiency of cargo handling procedures
- ❖ Employ advanced technologies to facilitate better reporting on movement of transit truck in the country
- ❖ Increase cargo throughput by eliminating physical escorts for transit goods



Functional Overview of Electronic Cargo Tracking System (ECTS)

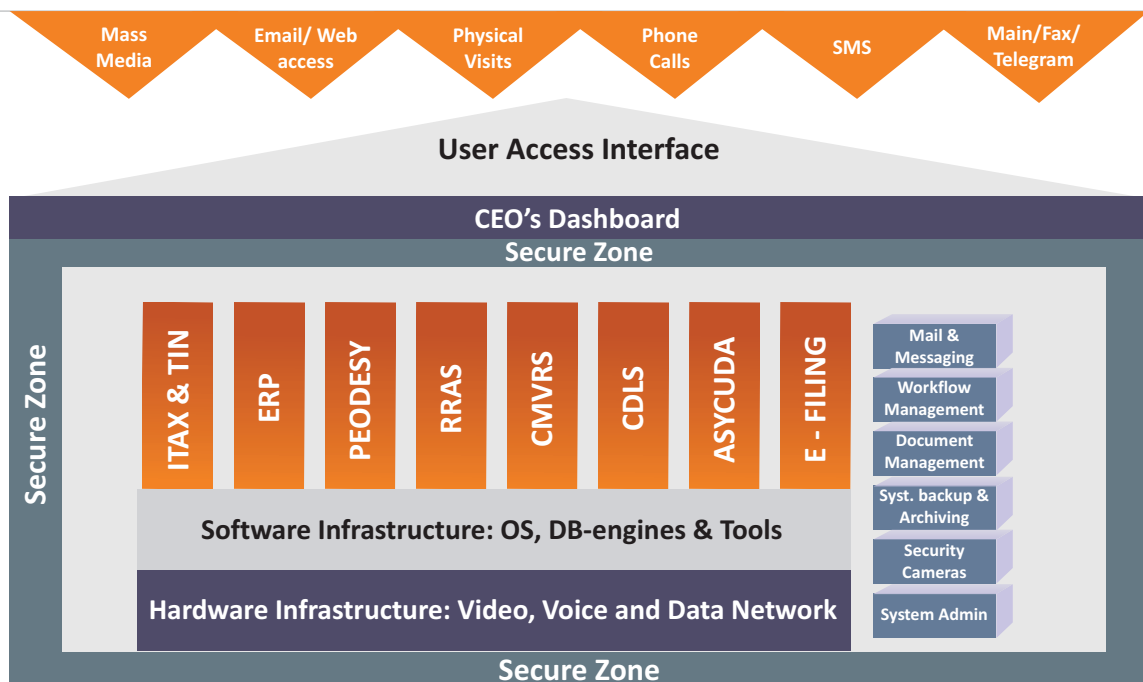
Intranet Portal & Messaging System

Government agencies are under pressure to operate more efficiently and serve stakeholders more effectively. They felt the need of a Portal, a new IT system that would maximize efficiencies and gives a consolidated view of information from different systems for easy decision making.

Keeping in mind what citizens expect and rely on information, support, and service from their government, Techno Brain developed an intelligent communications solution framework – **Intranet Portal & Messaging System** that enables government organizations to deliver prompt and efficient services while lowering costs. Techno Brain's Intranet Portal & Messaging System Framework will assist Revenue Authority in fulfilling its vision of becoming a modern tax administration services provider through improved internal and external communication, automated workflows, approval systems and easy access to information.

Benefits

- ❖ Common Platform for entire Organization
- ❖ Digitization of Forms and automation of various approval processes
- ❖ Rapid, easy modification and maintenance of Information
- ❖ Improved communication and collaboration among customers and employees
- ❖ Ability to access data from different line of business applications



Functional Overview of Intranet Portal & Messaging System

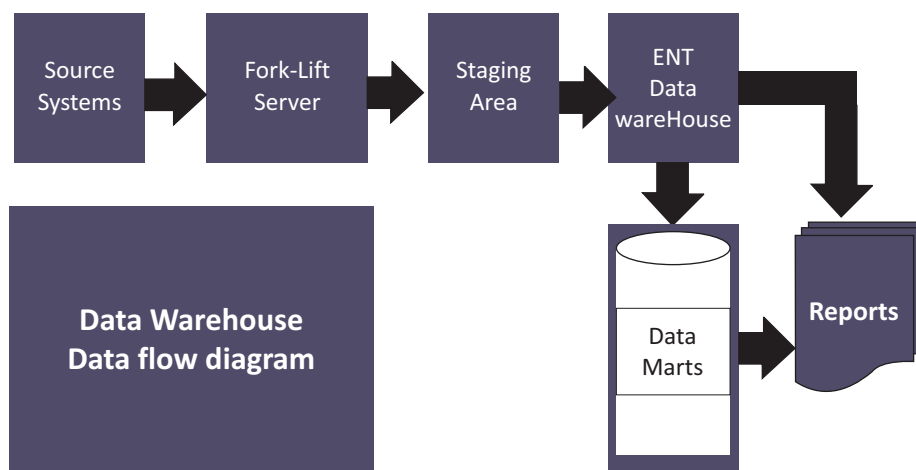
Enterprise Data Warehouse System

In general, Revenue Authorities are responsible for the administration of Central Government taxes as well as several non-tax revenues. Besides, Revenue Authorities also act as main tax policy advisor and research analyst on taxation and fiscal policy of Government. In many cases, information is split up across systems making it difficult to offer integrated views of taxpayer filing, payment, assessment and service history.

Techno Brain's Business Intelligence practice conducted a research on data trends and its effective use and developed a solution that would help Revenue Authorities to continually manage the impact of policy changes, generate revenue, reduce fraud and non-compliance, and maintain a high level of service. Techno Brain's **Enterprise Data Warehouse System** provides centralized collation of information to Revenue Authorities, for better decision making with respect to ever changing business needs.

Benefits

- ❖ Automated Data Integration
- ❖ Dynamic Report Generation
- ❖ Centralized Database Management System
- ❖ Faster turnaround for ad hoc reporting requests
- ❖ Seamless integration with any Business Intelligence too
- ❖ Complete browser based application to process data from different locations
- ❖ Reports such as Tax Payer Profile Report that gives a consolidated view of a particular tax payer with respect to their payments under different heads
- ❖ Availability of data from single source due to integration of most of the systems in the organization



Functional Overview of Enterprise Data Warehouse System (EDWH)

About Techno Brain

Techno Brain, an ISO 9001:2008 certified and a CMMI Level 3 company, established in 1997 in Dar es Salaam, Tanzania, is a leading software development company with operations in Africa, India, USA, UAE and UK. Techno Brain is committed to deliver high quality, cost effective, off-the-shelf IT Solutions, IT Training, and BPO/ITES Services to Governments, Public Sectors, NGOs, and Private Organizations across the globe. Techno Brain offers IT Solutions and Products in Identity Management, Enterprise Business, IT Consulting, IT Infrastructure, Managed Services and BI / DWH Practice Areas.

References



Tanzania Revenue Authority



Rwanda Revenue Authority



Malawi Revenue Authority



Ethiopian Revenue & Customs Authority

Global Presence

Burundi | Ethiopia | Ghana | India | Kenya | Malawi | Mauritius | Mozambique | Myanmar | Namibia | Nigeria | Rwanda | Saudi Arabia | South Africa | South Sudan | Swaziland | Tanzania | UAE | Uganda | UK | USA | Zambia | Zimbabwe