

5 Key Technologies

That are Transforming the Tax Administration Lifecycle

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Big Data

Big data refers to the large volumes of structured and unstructured data that inundate organisations on a daily basis. In some countries, there is now a seamless flow of large volumes of financial data between taxpayers, businesses, and tax administrations. Data analytics can be used to analyse this data and generate actionable insights to improve compliance or even pre-fill entire tax returns.

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Data Analytics

Many tax authorities are building highly sophisticated data-gathering platforms that facilitate the matching and secure sharing of taxpayer data. Data analytics can be used to mine this data—driving risk-based compliance initiatives, boosting tax collection revenue, and improving overall efficiency in the process.

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Artificial Intelligence

Artificial intelligence (AI) is radically transforming tax administration. Machine learning, natural language processing (NLP), and other advanced analysis and logic techniques are being used to interpret events, automate decisions, and provide services. NLP, in particular, is being utilised by chatbots to provide taxpayer services at a lower cost.

AI is also being used by tax administrations to improve risk management and tax compliance, as well as predict the behaviour of taxpayers.

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Digital Identity

The adoption of secure digital identity systems allows tax administrations to offer a wider range of services, including registration, tax declarations and payments, as well as personal and business data management.

In some countries, digital identity systems are being used to connect government services, as well as enable a wider range of connections with private sector services.





Cloud Computing

Cloud computing allows tax administrations to shift their focus from worrying about underlying technology infrastructure details to focusing on what they do best—which is administering taxes and payments. Cloud computing also allows tax administrations to focus on the unique needs and advantages of their organisations.

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