

A hand is placing a white domino on a wooden table. Several other white dominoes are already arranged in a path on the table. The background is a blurred image of a person's hand and a green object.

MTS

Multi
Tax
Solution

A solution for the tax administration of the future

Increase tax compliance with our
Integrated Tax Administration System

BLYCE.

A closer look at the Multi Tax Solution

The Multi Tax Solution (MTS) is a Revenue Management System that streamlines and automates all tax administration processes, from accurate taxpayer registration and innovative taxpayer services to collections and intelligent data reporting. Our Integrated Tax Administration System helps to modernize tax operations, offering tax administrations a one-stop shop with an e-services portal for filing tax returns and paying taxes online. Offer superior service at a lower cost of operations and increase tax compliance.

Highest standards of the industry

The Multi Tax Solution is a culmination of the best practices gained in more than 35 years of serving tax administrations in small-scale countries. The system also follows the principles that are laid out by the TADAT methodology. The result is an Integrated Tax Administration System that complies with the highest standards of the industry while adhering to local considerations.

Increase compliance and cash flow

The technology of the Multi Tax Solution makes it easier for citizens to meet their compliance obligations. In addition, the MTS allows tax administrations to experience a substantial gain in efficiency by digitizing and automating core processes and routine cases, freeing up time to focus on complex cases. The taxpayer-centric approach of the Multi Tax Solution has proven to significantly increase compliance, lower operational costs, and increase cash flow.

Tailored for small-scale communities

Blyce is a niche player by choice. Our sole focus is on small-scale countries and we are familiar with the specific challenges these tax administrations face. That is also why we develop affordable software solutions with flexible fee structures, such as a subscription option. Our goal is to bring digital transformation within reach for small-scale countries and help them improve public services and enhance compliance.

Offer superior service through online portals

Enhance the quality of service to taxpayers and agents through digital and automatic services with online self-service portals. Our intuitive online portals are easy to use and can be accessed from traditional screens and mobile devices. Become the tax administration of the future and enable citizens and businesses to self-manage all of their tax obligations online - anytime, anywhere.



User-friendly system that helps navigate through the processes in order to make fewer errors and achieve faster handling times



Can be linked to existing systems and interfaced with other government departments



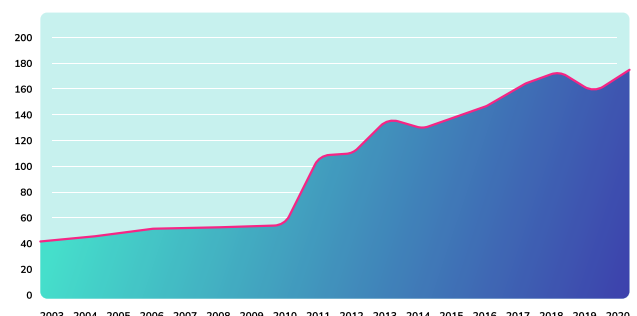
Unparalleled flexibility and speed for implementing any changes in tax legislation, policy, or workflow

- 1 — Step-by-step approach – one tax type
- 2 — implemented at a time. Budget, planning,
- 3 — and priorities can be adjusted during the process

A Success Story

A decade ago, we implemented our Multi Tax Solution for the Caribbean Netherlands (Bonaire, Sint Eustatius, Saba). It helped to leapfrog the tax administration forward and facilitated many other improvements in their tax system.

Since 2011, the increase in compliance has led to very substantial increases in total tax revenues.



Fast implementation thanks to off-the-shelf modular design

The Multi Tax Solution is a modifiable off-the-shelf Revenue Management System that consists of fully integrated components that are implemented independently. Each component consists of various functional modules that provide a solution to a specific challenge of tax administrations, whether it is taxation, collection, or providing an online service platform for taxpayers. The fully integrated components provide an ITAS that supports all business processes and services of a modern tax administration.

The advantage of our off-the-shelf Multi Tax Solution is that you benefit from a proven solution that can be configured and implemented in a relatively short time frame. In addition, the risk of an outdated system is mitigated, as we continue to further develop and optimize the Multi Tax Solution based on best practices.

Low-code development is fundamental to how we design and develop the Multi Tax Solution. With our low code approach, new functionalities are developed by adding models to the application. There is no need to fidget in endless lines of code that fewer people tend to understand as the system gets larger and more complex. Instead, we develop new functionality via a drag-and-drop visual interface that can be understood by any tax official. Development using these models is fast and easy to learn. By using low-code platforms for development, our efforts have shifted to a way of working in which we can take more time to design the architecture and functionality of our solution. This leads to a user experience that is unprecedented in our field of work.

Blyce is ISO 27001 certified and adheres to international information security standards. Our software is regularly tested both internally and externally by security experts, including security and penetration tests by renowned organizations like the Dutch national audit service, British Telecom, and Secura.



Tax as a Development Tool

At Blyce, we believe that we deliver more than just tax administration software. Taxes are fundamental to balance a country's budget and to create funding for public initiatives.

Our Multi Tax Solution is a sustainable method to increase government income, without raising taxes or being forced to unproductive cuts in key priorities like education and healthcare. With our tax compliance software, you have the essential ingredient for creating fiscal sustainability.

The power of automation

The MTS features rules-driven Robotic Process Automation that excels in supporting complex processes, automating knowledge work, and dealing with contextual data. With this technology, the speed and efficiency of processing routine cases are drastically increased. Processing of complex cases is supported by Intelligent Process Automation (IPA), removing repetitive, replicable, and routine tasks.

The speed and efficiency of processing routine cases are drastically increased.

All functional modules are supported by case management, whether it is the processing of a tax return or handling a request for deferral. All cases contain tasks that can be executed by authorized users. Based on the context of each case, the system will automatically determine which tasks can and should be executed. The user is guided through each case to its completion.

Because of Intelligent Process Automation, the system is able to process most cases without user intervention. When the parameters of a case are outside of the configured policy, the system will signal a user to manually process the case further. This enables users to focus on the complex cases in the system, while all regular cases are handled by the system. Automation of work empowers tax administrations to substantially improve their productivity.

Of course, the solution provides flexibility in the way cases are processed automatically and how calculations are made. All boundaries, margins, percentages, and other settings are configurable by the tax administration. When laws, policies, or business requirements undoubtedly change over time, the system is flexible enough to be able to support these changes without changes to the source code. Long and costly efforts from a vendor to adapt your source code are a thing of the past. Moreover, changes can be added to the system without impacting historical cases. Time versions are kept in the source code and used when relevant in the process.

TADAT Dashboard



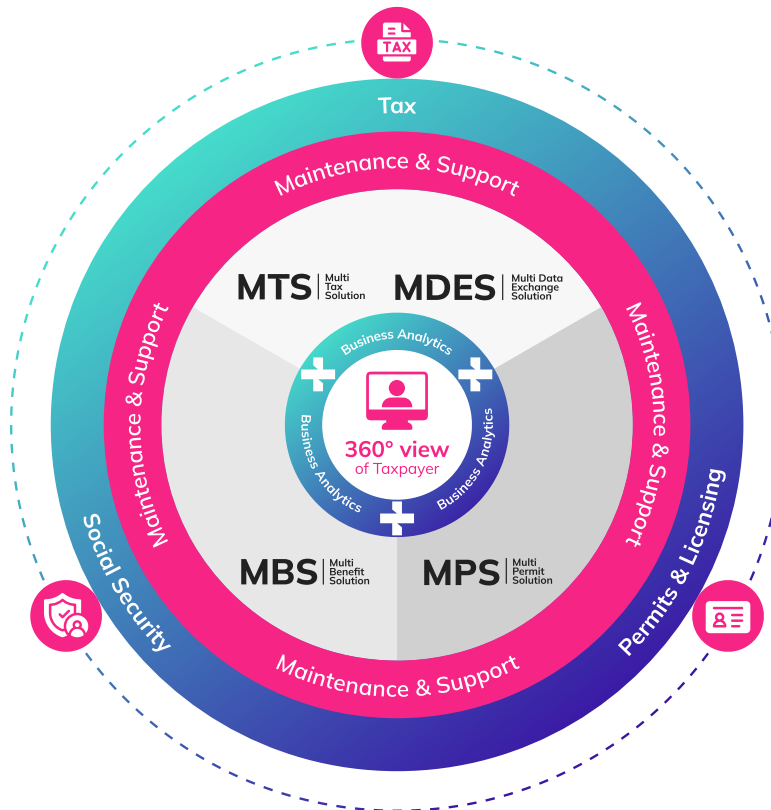
Stay on top of your performance using the TADAT framework

The Multi Tax Solution can now be expanded with the new module, developed by Blyce in collaboration with the IMF. With this module, tax administrations obtain a real-time overview of their indicator scores and can better monitor their performance using the objective standards of TADAT.

The TADAT Dashboard acts as a motivator, offering a visual tool for tax administrations to communicate successes and guide the organization in the desired direction.

As an IT partner to tax administrations, we're proud to help improve and sustain our clients' performance using the TADAT framework.

The Multi Tax Solution is part of the Public Services Suite, a powerful suite of IT solutions built to create simple and seamless interactions with citizens and businesses – all in one place.



The Public Services Suite offers IT solutions that help governments obtain a 360-degree single unified view of the citizen. Governments can connect processes and services across three domains: tax, social security, and permits & licensing. The integrated suite is designed to provide excellent service to the public at a lower cost of operations and, most importantly, the Public Services Suite helps to achieve a higher level of compliance.

Leverage the power of the Public Services Suite and achieve a new level of digital transformation, ensuring more efficient and effective end-to-end government processes, while reimagining the way citizens and businesses are better served.

Contact us for more information about the Multi Tax Solution and our Public Services Suite

We offer an attractive discount for governments that implement multiple IT solutions from the Public Services Suite.



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Functionality highlights of the Multi Tax Solution

Taxpayer Registry

Registration of all taxpayers in a central database for a reliable and up-to-date file, including tax obligations, economic or tax relationships, and other relevant information.

Tax Control

Built-in compliance and non-filers control with reports and automated enforcement actions for increased compliance.

Collection (Arrears Management)

End-to-end collection process: starting from a simple reminder letter to enforcement and the seizure of assets (and all phases in between).

Dispute Resolution

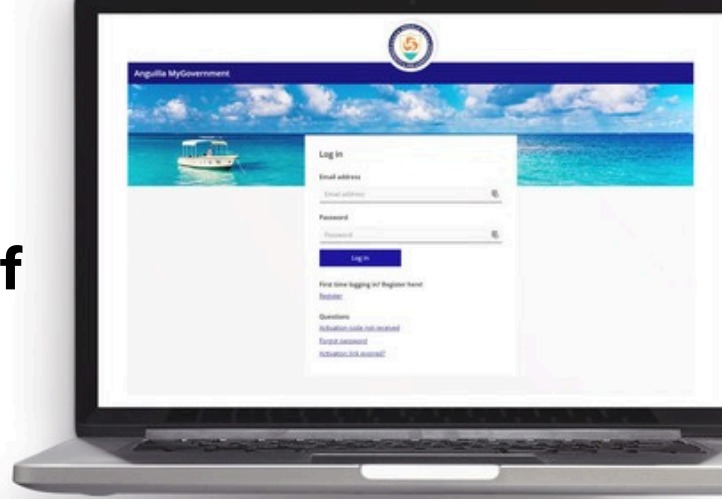
Integration of the appeals process for monitoring of progress and relevant KPI's.

Risk Management

Multi-level risk approach that determines risk profiles, risk thresholds, and automated case selection of high-risk cases.

Fee Structures

We offer flexible fee structures that allow the majority of the costs to be funded by future return on investment (ROI). Contact us to learn more about the different payment options.



Automated Processing

Execute automated tax workflow processes for returns, payments, and refunds to ensure quick and accurate filing.

Tax Account

Generate and print a Statement of Account with an overview of outstanding and paid obligations of the taxpayer.

Audit

Audit functionality with configurable risk factors to support the workflow around audits. Offers random case selection and full process audit trail to provide transparency and accountability.

Information & Statistics

Extensive data analytics with multiple source data are available and easily customizable for insight into the situation of the tax administration.

Human-centered System

Simple and easy-to-understand user interfaces thanks to user-centered design with UX/UI research methods and tools.

User Management

The MTS offers optimal flexibility to create new users and set authorizations to suit your needs, logging all actions for the audit trail.

- Individuals
- Non-individuals
- Agents
- Internal users
- Government users

System Overview

This overview offers a complete view of the features supported by the Multi Tax Solution.

Channels

Offices (intranet)

Internet

Mobile app

SMS

e-Services

Account management

2-Factor Authentication

Security layer

Registration

Self-assessment of returns

Returns filing

Tax payments

Filing objections and appeals

Request for refunds

Tracking application status

Deregistration

e-Forms for services

Tax & Licenses

Core taxes

Non-core taxes

Licenses

Motor vehicle

Driver's license

Processes

Person

Account

Obligation

Tax period

Return period

Returns

Requests

Objection and appeal

Collection

Audit

Enforcement

Agreements

Object / property

Risk management

Functionalities

Document templates

Printing individual

Printing batch

Batch processing

Work lists

Notifications

Correspondence

Work assignment

Case management

Audit trails

User management

Parameters

Notes

Relations

Balance items

Application management

Authentication & authorization

Cash register

Integration component

Non-fiscal revenue payments

Registrations

Individuals

Non-individuals

Sole proprietors

Returns & assessments

Property

Taxpayer & revenue ledger

Audit & collection cases

Objections & appeals

Payment & refund

Reporting

Reports

Dashboards

+ TADAT Dashboard

+ Business Analytics

Interfaces

Lands & Surveys

Treasury

Customs

Bank & CC-companies

Legacy System



Optional addition

BLYCE.

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