



Our target groups include:

Tax and customs administrations who:

- ◆ *want to modernize their business processes, to maximize revenues and to improve services to taxpayers;*
 - ◆ *want to introduce new IT support.*
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Tax Revenue Improvement Services

Business and it solutions for tax and customs authorities
in a dynamic and changing world

Our structured approach covers business change and IT programmes. We develop a tailor made approach that fits your specific situation. We can assist you to develop your vision statement, help you to develop a business case or to describe your new business processes.

We can also help you to build a project organization based on international best practices and support your project managers. A structured approach based on mutual respect and understanding of local situation and culture.





Our consultancy provides you a structured approach to realize your objectives not just standard solutions

Using our approach you can celebrate your first results in a few months.

Our structured approach includes:

Business strategy development

Via a structured, professional approach we help you to develop a vision statement. It is our experience that a clear idea of the near future will be helpful as guidance in realizing your goals towards better processes, improved customer support and increased revenues.

Business case

We will assist you in developing and documenting the business case describe the results and benefits that are to be expected from change projects and IT investments. It will describe the current situation and will predict the programme's results.

Short-term benefits realisation

We will help you to define Quick Wins. They will bring your organization low-cost results as well as increased revenues in the short term.

Long-term improvements

Implementing a major business change or IT solution is a complex process and will always take a lot of time (2 years+). This is however needed to realize long term improvements and better revenues in your organization.

Our consultancy

We offer consultancy that covers the complete range of business change projects and IT implementations for tax administrations. This can include:

- ♦ a realistic implementation strategy based on small steps and intermediate results;
- ♦ a budgeting model;
- ♦ tender procedures;
- ♦ planning and project management support;
- ♦ implementation of organizational improvements.

The Centre of Expertise

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Based on over 25 years of experience in tax and customs administrations on both board and programme director level we can assist in:

- ♦ strategy & vision statement development;
- ♦ business case development;
- ♦ realization of short term results;
- ♦ realization of long term improvements; including:
 - Project management support;
 - IT selection;
 - IT Implementation;
 - Change management.

Methods we use:

- ♦ Trainings;
- ♦ Quick reviews;
- ♦ Consultancy;
- ♦ Workshops;
- ♦ Project management.



Commitment to your results is the basic principle of our consultancy
