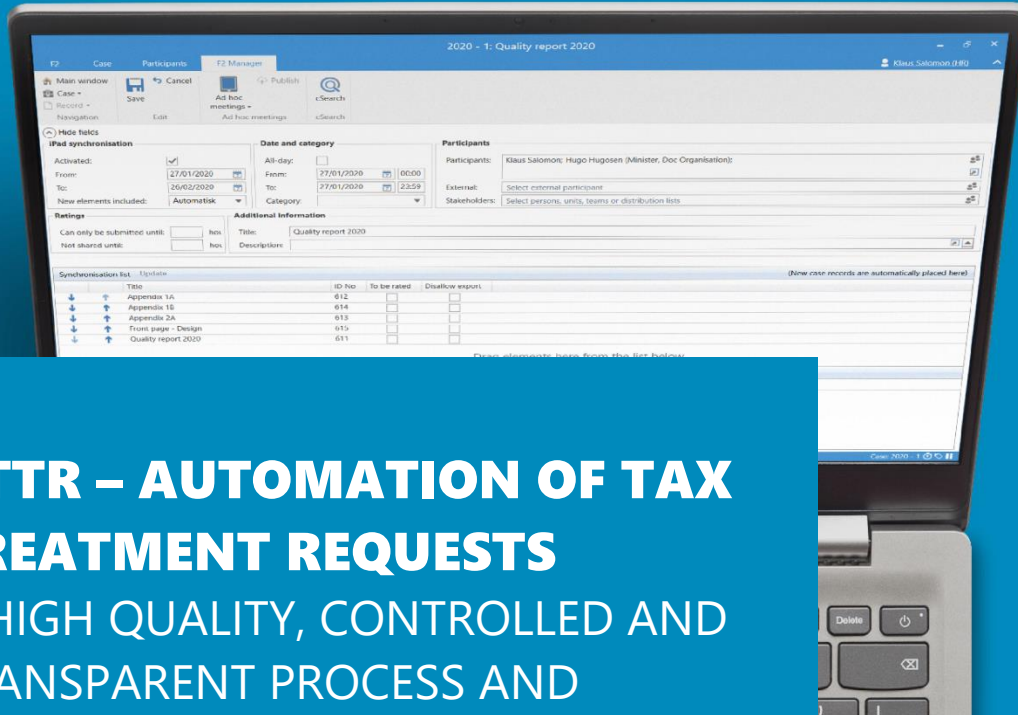


**F2****BUILT FOR  
GOVERNMENT**

## **ATTR – AUTOMATION OF TAX TREATMENT REQUESTS**

A HIGH QUALITY, CONTROLLED AND  
TRANSPARENT PROCESS AND  
EXCHANGE OF INFORMATION  
BETWEEN GOVERNMENTAL ENTITIES

cBrain worked with the Ministry of Finance of the United Arab Emirates (UAE) to implement a single digital solution to securely and transparently manage governmental entities' applications for special tax treatment.

## CUSTOMER PROFILE

### Customer Name

Ministry of Finance of the United Arab Emirates

### Sector

Government - Ministry of Finance

### Service provided

End-to-end digital solution to manage Tax Treatment Requests

## TECHNICAL INTEGRATIONS INCLUDED

- Self-service web form integration with the ministry's website
- Integration with Smart Pass as the local authorization system

## THE CHALLENGE

The Ministry of Finance has handled and processed all requests related to special tax treatment manually via e-mail and/or phone calls. The manual way of treating the requests is challenging. It does not support the track of cases, data management, and collaboration between governmental entities to get insights into their application status. This resulted in the lack of high quality, efficient and transparent administration of cases and workflows.

Additionally, the challenge was implementing a solution with limited access via local login authorization to ensure complete and high-quality submissions from the Department of Finance as part of this government-to-government service.

## THE SOLUTION

cBrain's ATTR digital solution includes the F2 Standard platform, and:

- Self-service web-form used by governmental entities operating within UAE to send in their applications for special tax treatment.
- A check list / business process, including:
  - All applications into the ATTR unit inbox
  - One application – One case
  - Self-service information displayed and filled out in the system
  - Automation of contact creation for future reference
  - Clear responsibility & progress status
  - Transparency of all cases for the ATTR team
  - Tasks inside the check list include:
    - Control of information
    - Email to the applicant for requesting missing information
    - Calculation of a checklist for "Designated Zones"
    - Preparing of a cabinet memorandum
    - Clear decision status
- Search Template as a management tool in real time

## THE BENEFITS

The ATTR solution allows:

- Handling cases and reporting with a high level of quality, security and confidentiality.
- Managing applications from governmental entities with a controlled process, where conditions and endorsement of the applicants are clearly stated and the fulfilment of requirements is easy to validate.
- Ensuring that applications are transparent within the team and their status is clearly stated as well as showing a traceable history of applications.
- Increased productivity/efficiency on all levels.