OECD – EXCHANGE OF INFORMATION REQUESTS

PROCESSING REQUESTS RAPIDLY AND SECURELY FOR TAX-RELATED EXCHANGE OF INFORMATION

cBrain collaborated with the Ministry of Finance of the United Arab Emirates (UAE) to develop and implement a single digital solution to securely process requests for tax-related information linked to companies and/or private persons worldwide.

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THE CHALLENGE

Based on an OECD framework agreement, the Ministry of Finance invested in a digital solution for the International Exchange of Information on Request (EOIR). A tax authority can request a particular piece of information to progress a tax investigation. This solution is developed and implemented by cBrain.

MoF has been handling all requests manually, received by e-mail or a physical letter. These manual requests have been processed through different channels: Outlook, shared drives, and Excel spreadsheets to manage to exchange information requests (EOIR) at the ministry. Another challenge was to keep track of related responses for each subject, as there may be multiple requests to local authorities. In 2016, a failed attempt to implement a SharePoint-based solution resulted in replacing the existing processes with a fully digital solution.

THE SOLUTION

cBrain's solution is a ready-to-run configured F2, which includes:

- Case and document management system, with formal (integrated mail) and informal communication (chat).
- Search lists and reporting tools with full search of metadata and content
- Case processing controls, such as deadlines, requests, and reminders as well as software support and a subscription-based maintenance package.
- The F2 template module supports word templates with automated merging of data fields and advanced text phrases.
- The F2 process modules offer step process control, checklists and variance.
- F2 Dashboard and Business Intelligence (BI) module can be used for progress reporting to management and other authorities.

THE BENEFITS

The EOIR solution contributes to:
- Reducing the number of tools required for users to manage the process of information exchange, providing a single auditable record of activity.
- The import of old open cases via web form and solving future cases more effectively.
- Easing the workflow, saving time and providing a management overview of progress and status of cases.
- Reducing complexity for the caseworker per request, ensuring a good overview of each case's progress. Automation of simple tasks means that caseworkers can focus on the content of requests rather than their administration.
- Efficiently share the tax-related information requested by the country to comply with the OECD regulations, as citizens will be contacted/be able to pay their taxes where they need to from a legal standpoint.