



# Mexico's Tax Revenue Service

Implementing an automatic tax return platform for 20 million individual taxpayers

## Business Challenges

01

Increase taxpayer enrollment and total tax revenue

02

Process hundreds of millions of invoices annually

03

Improve taxpayer experience by implementing a portal for selfservice annual tax return

## Solution



From concept to implementation to continuous improvement: multi-year large-scale application development & maintenance contract



Implemented an incremental data model



Multi-platform managed services delivery model to sustain the new taxpayer portal, e-payment system, and tax rules engine

## Business Impacts

20% increase in taxpayers



Achieved US \$3.3B tax revenue above annual goal



90% of tax returns processed within 10 days



75% positive feedback on social networks related to self-service capability



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