



IT- solutions - Estonian Experience

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Estonia

General Information

ESTONIAN TAX AND
CUSTOMS BOARD



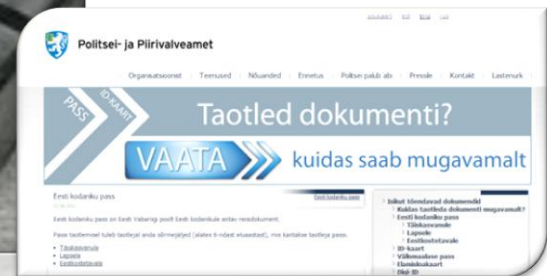
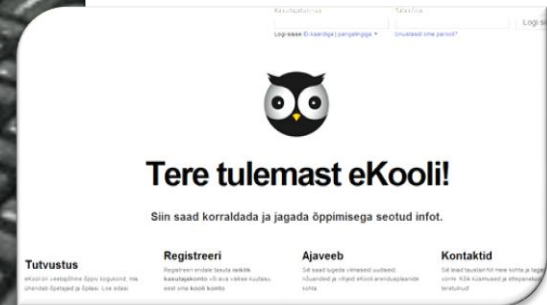
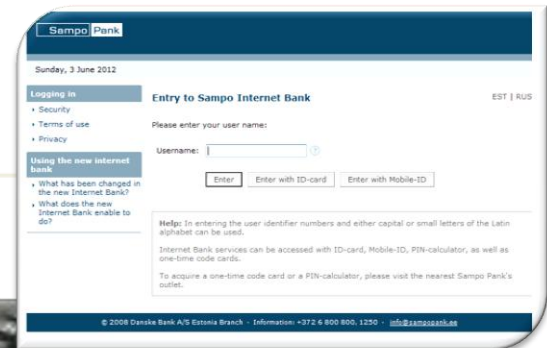
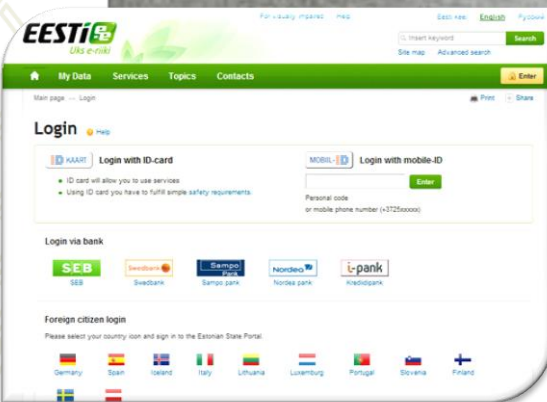
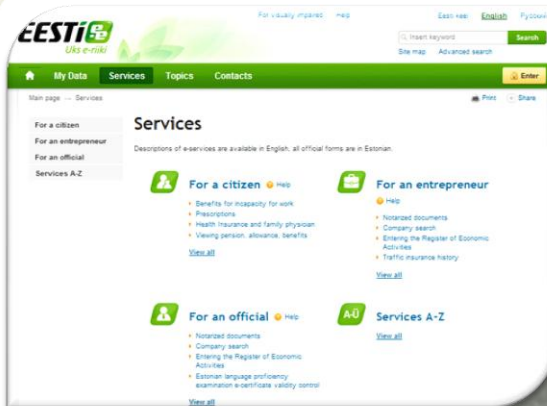
ESTONIA

- Population 1,3 million
- Internet usage 74%
- Internet banking 88%
- Wifi connection is available in more than 1100 public places

ESTONIAN TAX AND CUSTOMS BOARD

- Clients:
 - all taxpayers, both natural and legal persons :
 - incl 166 000 companies and
 - 35 000 self-employed and customs clients
- The first public body in Estonia that started to offer electronic services to its clients

Casual everyday e-services

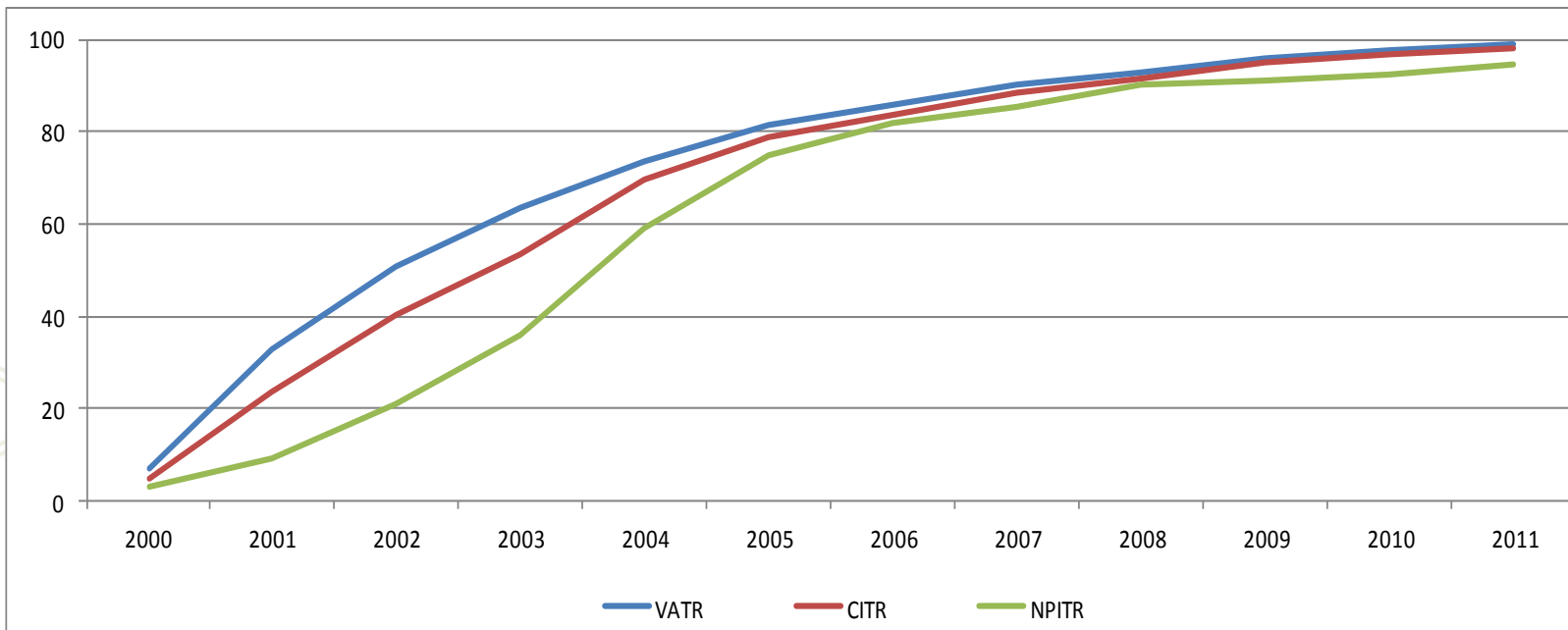


Statistics of the Tax Returns

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CUSTOMS BOARD



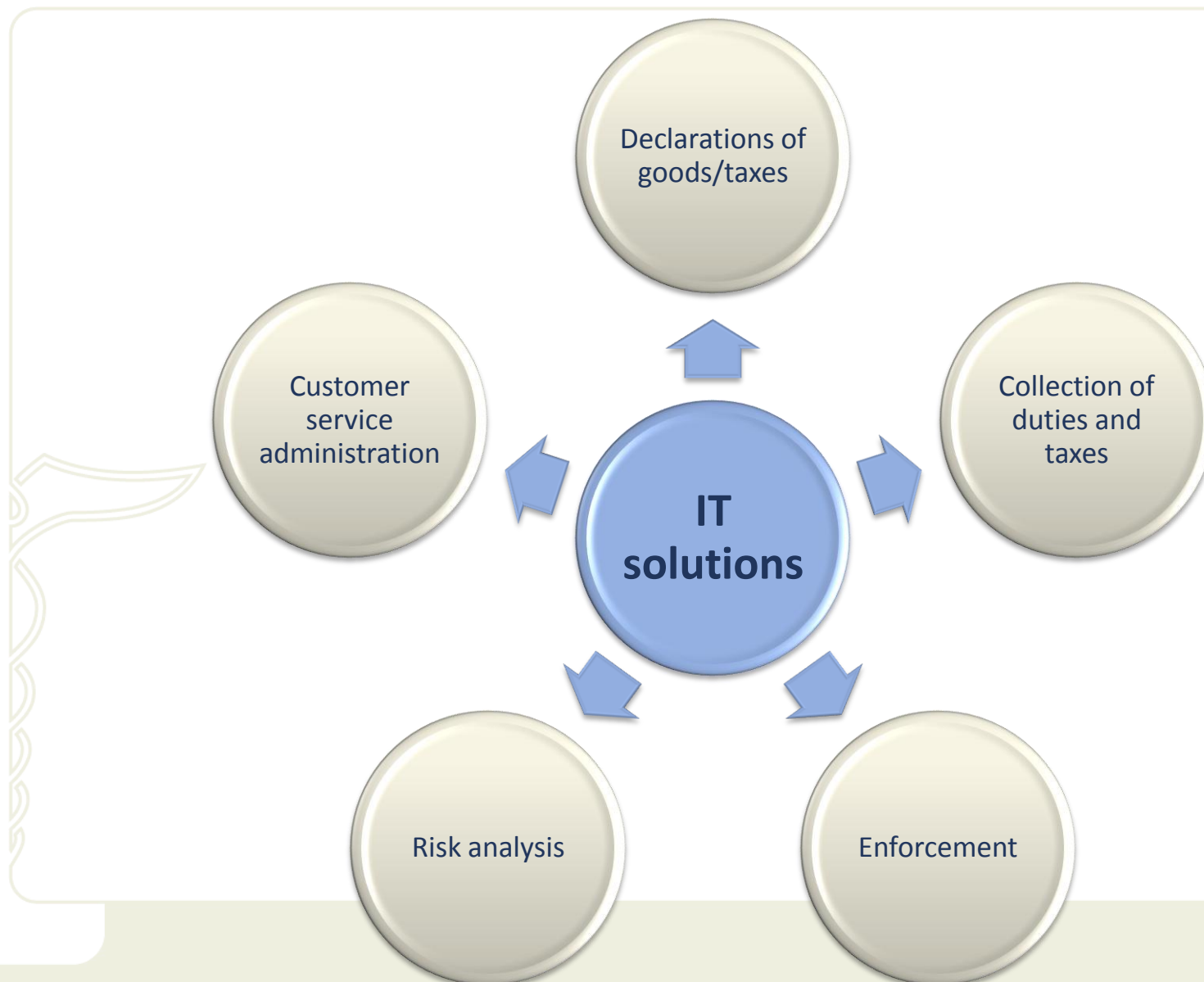
E-Tax/e-Customs is the most frequently used service channel of the Estonian Tax and Customs Board – **95% of the clients have used it** and the service was **rated 4.54** on a 5-point scale (*Data of the client satisfaction survey 2008*)



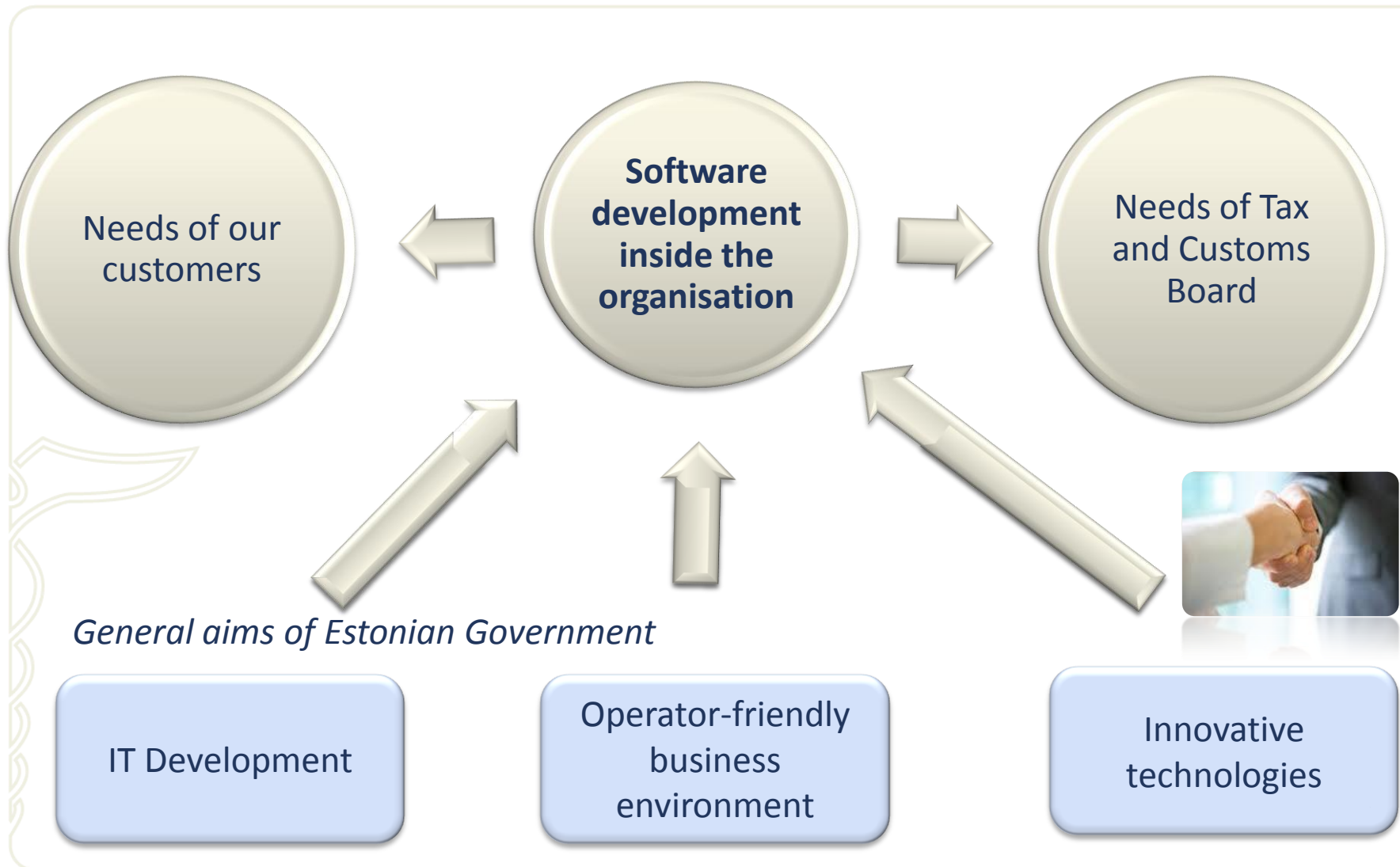
Statistics of the electronically filed tax returns:

| | |
|---|-------|
| VAT Returns | 98,8% |
| Natural Person Income Tax Returns | 94,5% |
| Customs Declarations | 99,8% |
| Corporate Income Tax and Employer Tax Returns | 98,2% |

IT solutions



IT solutions



Implementation of Tax and Customs interests



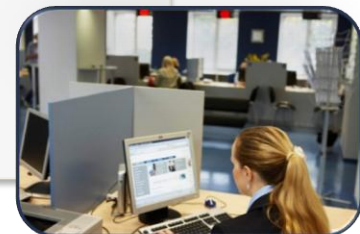
Tax and Customs direct obligations

- to provide better protection to the society
- increase the receipt of taxes
- facilitation of trade
- allowing at the same time to simplify the work processes and relieve the work load of our officials



Flexibility of our IT systems

- improvements to the system is smooth and fast
- the systems are becoming more reliable day by day



Effective usage of resources

- enforcement of customs processes
- improvement of tax receipts and
- risk analysis

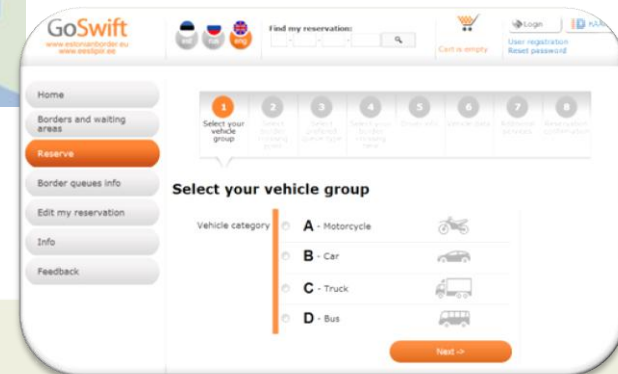
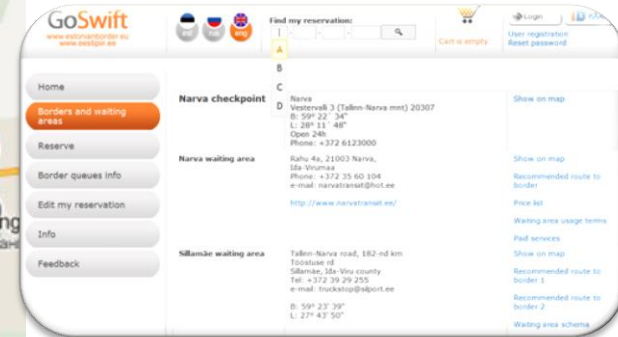
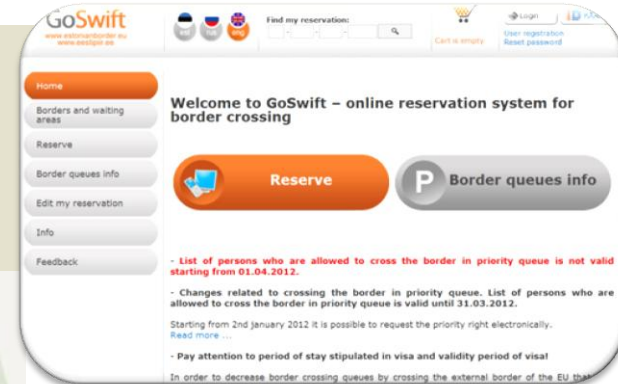
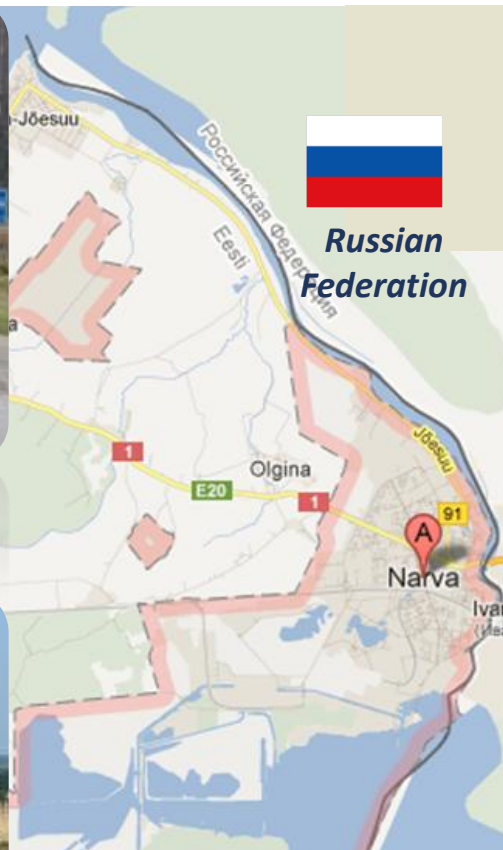


Online Reservation System for border crossing

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Yesterday:



IT-Systems development

Goals for the future



**Stable legal environment is required
before the commencement of development
activities**

Assessment of the efficiency of IT systems

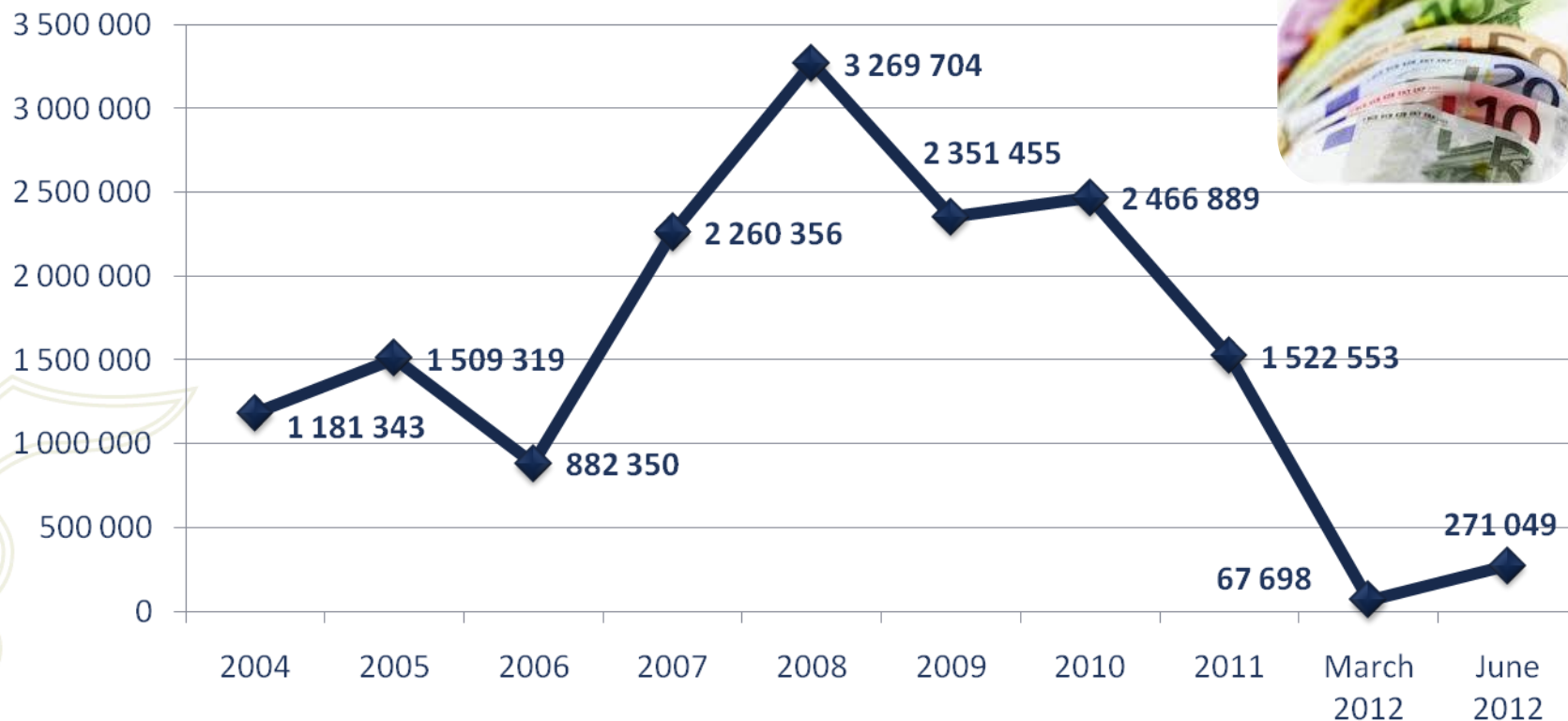
**Tax and Customs IT systems integration with other
technological solutions**

**Majority of the processes takes place in an
electronic environment**



Software investments 2004- June 2012

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Total: 15,7 mln eur

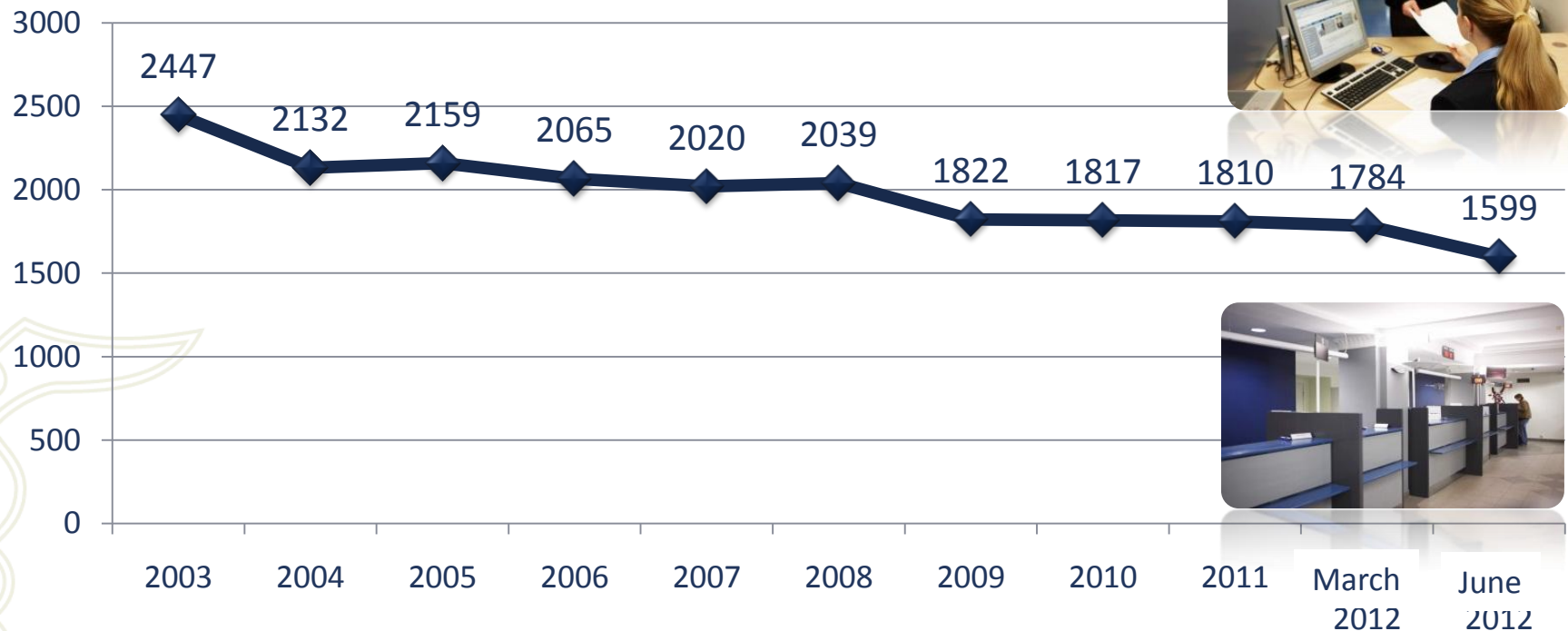
Effect as seen today

Personnel numbers

ESTONIAN TAX AND
CUSTOMS BOARD



ETCB staff



**Reduce of staff and real
estate – 35%**

To Conclude



Keep things as simple and convenient as possible



It is just the tool, but effective one



Automatisation of processes is cost effective



Good service = Satisfied client



Thank You !

