PREPARING FOR A NEW WAVE OF EMERGING TECHNOLOGIES

Video Transcript
I'm really excited by the latest wave of change which is just beginning in the revenue space. This is an exciting time to work in the revenue industry. Let’s put a little bit of context on this.

In the past, we focused very much on the revenue agencies on automating the internal processes. How do we change those processes so that they are more customer-centric? How do we automate the internal systems and renew them so that they are more current, up to date, modern and capable of doing basic electronic processing of tax returns and other information from the internet? That was the old wave.

The wave we are in today is all about taxpayer integration. How do we integrate the taxpayer into the way in which the revenue agencies work? Here, we take out the theme of service design, supported by our few odd offerings. We build in the theme of natural systems.

How do we integrate the tax agencies systems into the natural world, into the business systems that our taxpayers use? And how do we provide more certainty to our taxpayers? How do we prefill? How do we give them a much better sense of certainty about what their obligations might be? That’s the wave we are currently in and it’s very much driven by agile thinking – doing things quickly, adapting rapidly to the changing capabilities that the taxpayers expect and the tax agencies can offer. The next wave is even more exciting.

It’s all about intelligent support. Providing intelligent support to the taxpayer in the interaction, in the way in which they deal with the taxpayer so it’s much more automated and ready for processing by the tax agency. It also addresses the different ways of doing compliance. The automated approach to interventions of compliance, relying on new technologies driven off artificial intelligence. And most fundamentally, there is a rapid increase in the pace of change that we see, as the taxpayers adapt to the new world around them and as taxpayers themselves adapt to those taxpayer expectations.

There is going to be a continuing growth in the pace of change and a continuing need for a culture of change in the agencies.

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1Accenture Public Services Pulse Survey, Digital Expectations, 4/2016  

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