



Ningbo Finance & Local Taxation Bureau

Integration and analysis of internal and external taxation data enables this Chinese tax bureau to create uniquely segmented customer services, improve personnel allocation and business efficiency, and make future tax policy based on accurate and timely forecasts.



Ningbo, Zhejiang, China
english.nbcs.gov.cn

The solution enables data end-to-end data analysis, and improves the bureau's business decisions, from formulating taxation policy to reallocating personnel more effectively.

Ningbo Finance & Local Taxation Bureau (Ningbo) is composed of the following two bureaus: Ningbo Finance Bureau and Ningbo Local Taxation Bureau. The former is the municipal department for financial management in charge of municipal finance, and the latter is the functional organization responsible for local taxation. They jointly handle official affairs.

The Opportunity

Data management is one of the most important aspects of a government taxation department's operations. The reputation of the government can be compromised if the public questions the credibility of the data produced or processed by the department. In essence, Ningbo was drowning in data that it could not effectively find or use to provide the best service to the public. The bureau set out to improve its data management strategy to enable the use of existing data for improved business decision making, customer service and process optimization.

What Makes It Smarter

Ningbo has implemented an end-to-end data management and analytics system that consolidates internal and external taxation data (such as tax return compliance, quality of tax application management, financial analysis of companies and so on), which the bureau can use to make improved business decisions. For example, using the results of taxpayer compliance analysis, the bureau can now provide more or better services to taxpayers with better tax compliance, and stricter management and more limited services to the taxpayer with a history of delinquency. In addition, the system includes a solution to perform geography-based data display and analysis, and enables the bureau to create finance and tax revenue forecast models to help it develop future tax policy.

What if a tax department could use existing taxpayer data to improve services and make fact-based business decisions?



Solution Components

- IBM® Power Systems® servers
 - IBM Cognos® 8 BI Data Manager
 - IBM Global Services - Global Business Services®
 - IBM Business Partner ESRI ArcGIS
 - IBM Business Partner Zhe Jiang Yi Qiao
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Real Business Results

- Reduces data file management fees by about RMB10 million
- Creates a fact-based policy planning/policy-making environment for the bureau; previously, personnel decisions were made based on the “gut feeling” of managers
- Reduces the time needed for data search processes and frees up IT resources, who used to have to help staff do complicated searches of the online database

For more information

Please contact your IBM sales representative or IBM Business Partner. Visit us at: ibm.com/government

To learn more about Ningbo Finance & Local Taxation Bureau visit: english.nbcs.gov.cn



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IBM Corporation
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Route 100
Somers, NY 10589

Produced in the United States
January 2013

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