

## MINSAIT HELPS THE CATALONIA TAX AGENCY TO REDUCE FRAUD AND TAXPAYERS' ATTENDANCE AT OFFICES

- **The digital update model developed by CTA and Minsait has made it possible to increase significantly the number of Property Transfer Tax compliance checks and achieve an accuracy rate of over 80%**
- **The Chatbots automated support will cut the number of taxpayer visits to tax offices by over 30%, enabling the reduction of COVID-19 health risks and of official procedures and paperwork**

**Madrid, 22 July, 2020.-** Thanks to its advanced analytic solutions and Big Data, Minsait, an Indra company, has helped the Catalonia Tax Agency (CTA) to double the number of Property Transfer Tax compliance checks performed, as well as improve their quality. Moreover, by using Chatbots, the CTA plans to cut the number of taxpayer visits to their offices by over 30%, which will reduce the health risks in the current post-pandemic situation.

These achievements are part of the new data-driven digital management model, known as Tax Administration 4.0, developed by the CTA together with its technological partner Minsait, and is one of the key initiatives for the digital upgrade plan to improve the Catalonia Tax Agency model.

The solutions provided by Minsait have improved by over 80% the effectiveness of self-assessment tax compliance checking processes through the use of predictive algorithms that indicate any discrepancies between the stated and the current value, be they intentional or unintentional, as well as the amount of the difference.

This allows the tax inspectors to check a larger number of tax returns and focus directly on the cases most likely to "succeed" and that have more collection potential.

In the same way, Minsait has helped the CTA to give automated replies, using Chatbots, to taxpayers' questions about specific phases of the tax procedure, which significantly reduces physical contact in tax offices and obviates the need to travel to them.

This new service includes other benefits for the citizen, such as the reduction of formalities and procedures by installing proactive actions that will save time and cut costs. That is to say, through a single Chatbot contact, the taxpayer will be able to resolve queries, provide the necessary documentation for the tax return and pay the tax in question.

In addition, the use of Natural Language Processing (NLP) tools combined with robotization (RPA) and Cognitive Intelligence (ICA) enables the CTA to reduce the response times, minimize administrative mistakes and free up users to devote their time to more important tasks.

Another major improvement in the CTA's efficiency is the staffless massive communication with taxpayers about aspects related to their tax obligations (for example, to give information about a particular tax situation or reminding them of upcoming deadlines) using information processed with Big Data.

### Administration brought closer to the citizen

The technological innovation in the Agency's digital domain, together with an increase in features and digital services for electronic processing, has increased the available procedures, and by doing so, taxpayer-filed returns have increased from 25% in 2015 to 85% today.

All this has made it possible to improve efficiency and move forward to the goal of an agency that is closer to the citizen, that provides quality and more and more customized services to facilitate compliance with tax obligations and the exercise of rights, which at the same time, has also meant a reduction of 15% in disputes and made it possible to keep the taxpayer service and the tax procedures in operation during the health crisis caused by the Covid-19 pandemic, which prevented the public from visiting tax offices for several months.

Eduard Vilá, CTA director stated that “the CTA drove a paradigm shift with the Strategic Plan approved in 2016 and caused the rethinking of the organization and processes, as well as a shift in information management with the aim of establishing a collaborative relationship with the taxpayer to improve our internal efficiency and create mechanisms to contribute to fraud detection”.

Antonio Ortuño, Taxation Manager in the Minsait Public Administrations Market, believes data management model is one of the “keys for success” in the upgrade plan “which involved the whole organization and was established following the technological development plan that was consolidated by reaching specific and incremental milestones”.

### About Minsait

Minsait, an Indra company ([www.minsait.com](http://www.minsait.com)), is a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America. Minsait possesses a high degree of specialization and knowledge of the sector, which it backs up with its high capability to integrate the core world with the digital world, its leadership in innovation and digital transformation, and its flexibility. Thus, it focuses its offer on high-impact value propositions, based on end-to-end solutions, with a remarkable degree of segmentation, which enables it to achieve tangible impacts for its customers in each industry with a transformational focus. Its capabilities and leadership are demonstrated in its product range, under the brand Onesait, and its across-the-board range of services.

### About Indra

Indra ([www.indracompany.com](http://www.indracompany.com)) is one of the leading global technology and consulting companies and the technological partner for core business operations of its customers world-wide. It is a world-leader in providing proprietary solutions in specific segments in Transport and Defence markets, and a leading firm in Digital Transformation Consultancy and Information Technologies in Spain and Latin America through its affiliate Minsait. Its business model is based on a comprehensive range of proprietary products, with a high-value focus and with a high innovation component. In the 2019 financial year, Indra achieved revenue of €3.204 billion, with more than 49,000 employees, a local presence in 46 countries and business operations in over 140 countries.