

## Enterprise Data Warehousing System for Revenue Authorities

Tanzania Revenue Authority achieved better control over flow of necessary information across its various departments and has increased its overall functionality and performance

# Enterprise Data Warehousing System for Revenue Authorities

## Customer Profile

Tanzania Revenue Authority (TRA) is a semi-autonomous agency of Tanzania Government, responsible for administering the tax laws and managing the assessment, collection and accounting of the Central Government taxes as well as several non-tax revenues. TRA consists of three revenue departments, Value Added Tax (VAT), Income Tax and Customs and Excise Departments, responsible for mobilizing revenue through administration of the respective tax laws. Research, Policy and Planning Department (RPPD) of the TRA, is the main tax policy advisor in Tanzania and the principal research analyst on taxation and fiscal policy.

The major functions of TRA are to assess, collect & account for Government revenue; administer all the revenue laws of Central Government; advise the Government on fiscal policy; promote voluntary tax compliance; improve the quality of services to tax payers; minimize tax evasion and produce trade statistics & publications.

## Business Situation

Tanzania Revenue Authority's Research, Policy and Planning Department uses data generated internally as well as data from outside the authority. Although TRA generates a lot of data from its stand-alone tax administration systems such as the TIN Database, significant amounts of data is split up across several desktop computers making it difficult to offer integrated views of taxpayer filing, payment, assessment and service history. Due to this TRA faced

some serious challenges like, no centralized database to access information spread across different systems, manual entry of all the outputs as the applications were not integrated and absence of analytical tools to prepare a statistical report for the management.

In addition to this, frequency of requests – to generate data by internal and external stakeholders increased rapidly, making the preparation and management of data a tedious exercise.

This led TRA to realize the need for having a Data Analytics system over Data Processing System to manage and control their business in an effective way. TRA choose Techno Brain to provide them with full-fledged data warehouse connected to all discrete systems of TRA, better control on information flow across various departments and easy access to information to provide accurate reports to the TRA management team.

## Solution

Techno Brain conducted a detailed system study of the TRA's existing system to understand their requirements and implemented an advanced Data Warehousing System interlinking all component subsystems of TRA allowing data collation & validation with rigid security measures. Decision Support System provided by Techno Brain will help the client to consolidate data from many heterogeneous sources like internal databases, external

### Customer:

Tanzania Revenue Authority (TRA) a semi-autonomous agency of Tanzania Government

### Industry:

Government

### Business Situation:

TRA were looking for a system that can manage and control their business in an effective way & also control information flow across various departments & give easy access to information to provide accurate reports to the TRA management team.

### Solution:

Techno Brain implemented an advanced Data Warehousing System interlinking all component subsystems of TRA allowing data collation and validation with rigid security measures.

### Benefits:

- Automated Data Integration Avoiding Delay
- Utilizing Resource Effectively
- 3rd party System Integration
- Centralized Database Management System

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sources, etc. The new web-based system enables TRA to achieve better control over flow of necessary information across its various departments and thereby increasing its overall functionality and performance.

## Major Features of EDWH System:

- An independent database to consolidate information from both internal and external sources
- Complete browser based application to process data from different locations
- Fully automated process to load and consolidate data from different locations
- System allows for seamless integration with any Business Intelligence tool
- Flexible reporting system allows for both ad-hoc reports and MIS analysis reporting
- The system also raises an alarm if it does not receive reports/messages from the cargo unit

## Benefits

- **Automated Data Integration:** Allows for fully automated data loading on a daily basis and consolidation across all systems of Revenue Authorities leading to avoidance of time delays.
- **Automated Business Process:** Effective resource utilization provides a competitive advantage and business growth in the long run.
- **3rd party System Integration:** Existing system can be integrated with new and upcoming systems without much effort.
- **Centralized Database Management System:** Facilitates in decision making, report generation and data analysis. Data marts can be created, if there is a change in department structure later, for specific departmental reporting requirements.