الهيئة العامة للزكاة والدخل

General Authority of Zakat & Tax

Tax Inspection and Fraud Detection

Background:

The General Authority of Zakat & Tax (GAZT) has significantly improved their performance in the process of tax collection and fraud detection to impose the proper penalties. BRAVO helped the organization reaching a new level of global standards in the accuracy of tax inspection and fraud detection saving all citizens rights.

Challenges:

Since its establishment, GAZT was responsible for managing and monitoring of Zakat collection from Different entities and organizations targeting the donation of needy people across the Kingdom.

With the new legislation of VAT in KSA, a new responsibility was assigned to GAZT; They collect taxes and detect evasion and fraud regarding tax.

GAZT needed a solution for inspection to cover the wide area of KSA and the variant commercial activities in the country. They needed the solution to complete their mission in a time-efficient manner to comply with GAZT policies and strategies and to maintain and protect rights of all citizens.

Mean While GAZT was facing some challenges, including:

1. KSA Geographical Expanse:

With the great geographical expansion of KSA, a difficulty to manage and track tasks across the country because of the lack of single point of management.

2. Feeble Information Structure:

The lack of unified process and data validation tools had led to great disparity in the collected information by field inspectors.

3. Difficulty in Business flow unification:

GAZT is managing more than 2 million entities across KSA with different geographical and social consideration, which promotes a great difficulty to unify the business process.

4. Data Loss:

With full dependency on paper work, data may be either lost or corrupted

5. Wobbly Team-Coordination:

Difficulty to create and share one unified plan for all teams which leads to weak coordination between team members.

6. Diverged sources of information:

Variance of information in tasks because some tasks arise from emergency field reporting, and other arise from periodical inspection.

So, a need arose to find a way that rapidly and accurately collects and synchronize data while generating accurate, real time reports that shall be helping through figuring out and resolving violations.

Solution:

Our team and GAZT team with the help of domain experts all cooperated to Implement BRAVO in GAZT to complete the digital transformation process taking the sector of inspection in GAZT by first collecting all required data from variant data source and then executing the process of inspection. Afterwards, Bravo exports data to other systems for synchronization.

Bravo Provided:

1. Strategic tools

BRAVO helped in building the financial inspection strategic objective and move it into execution.

2. Planning missions and distributing agents

With BRAVO; distributing missions fairly among GAZT workforce became as easy as never before while relying on the smart yet efficient planning tools BRAVO is providing, while sharing a unified plan across all involved parties.

3. Geo-location and real time job updates

While a guarantee of transparency and accuracy were essential, BRAVO provided a tool for real time agents tracking.

Agents were given the ability to empower their updates with uploaded media files, and hence no place for human errors.

4. GPS navigation

Saving both time and effort and hence cost while finishing the best route reaching more entities.

5. Accurate Reports and KPIs dashboard

With the all-in-one reporting platform provided by BRAVO, everything is now a way clearer, organized where decisions are taken on the right time.

6. Integration with External system

Data Synchronization is needed, and hence a powerful API was provided giving a full flexibility in the integration with any external system.

Impact:

500   Devices where BRAVO's Mobile App is installed.

50%   Cut of Daily work Effort.