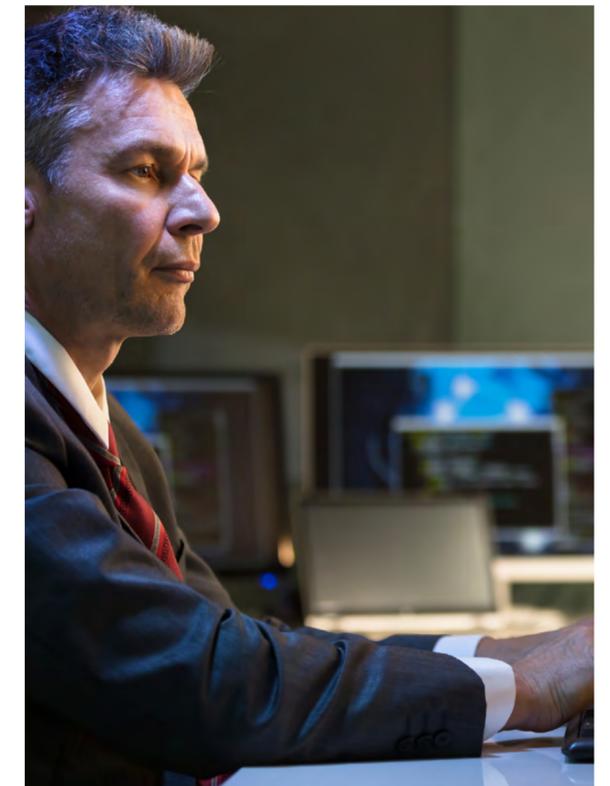
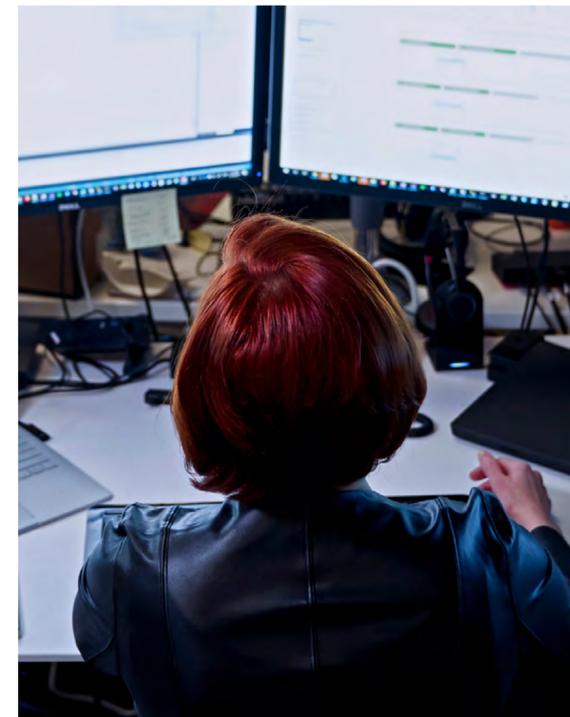
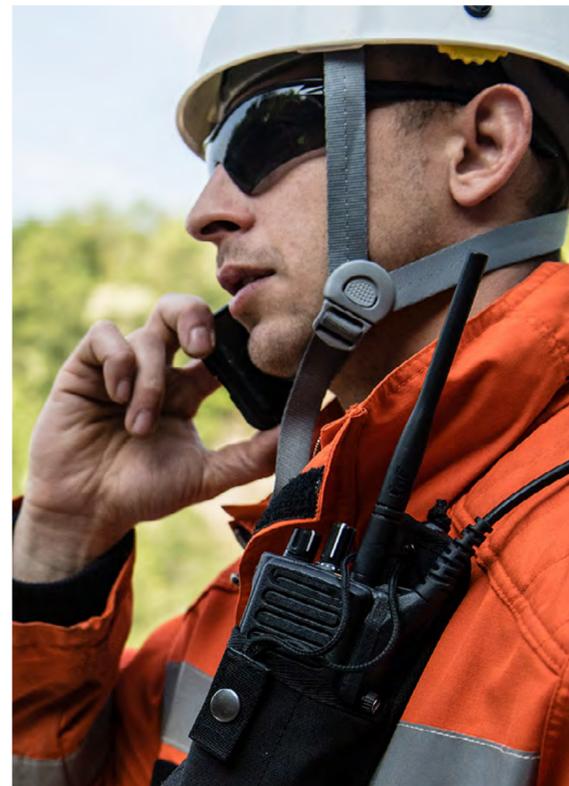
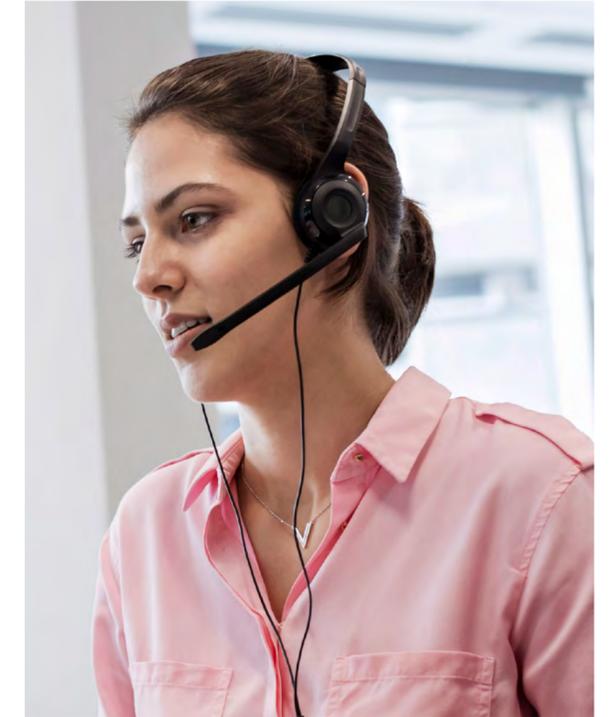
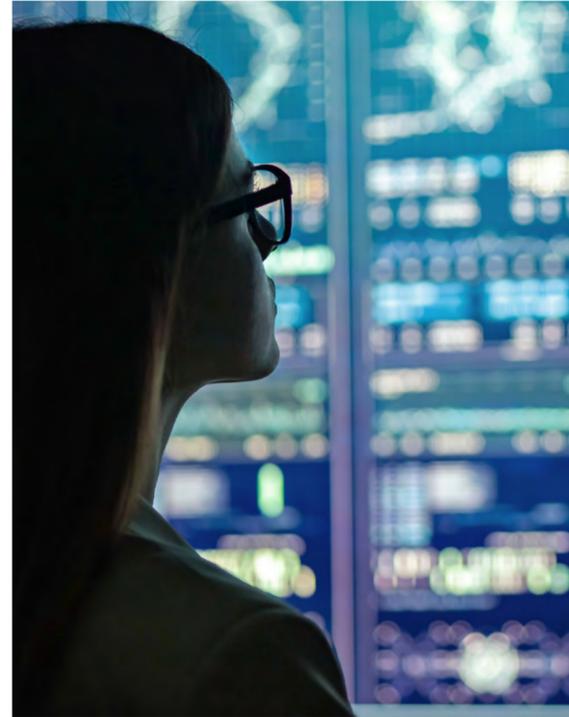




# Building Trust with Secure Services

Digital taxation solutions



**This information is for government leaders who:**

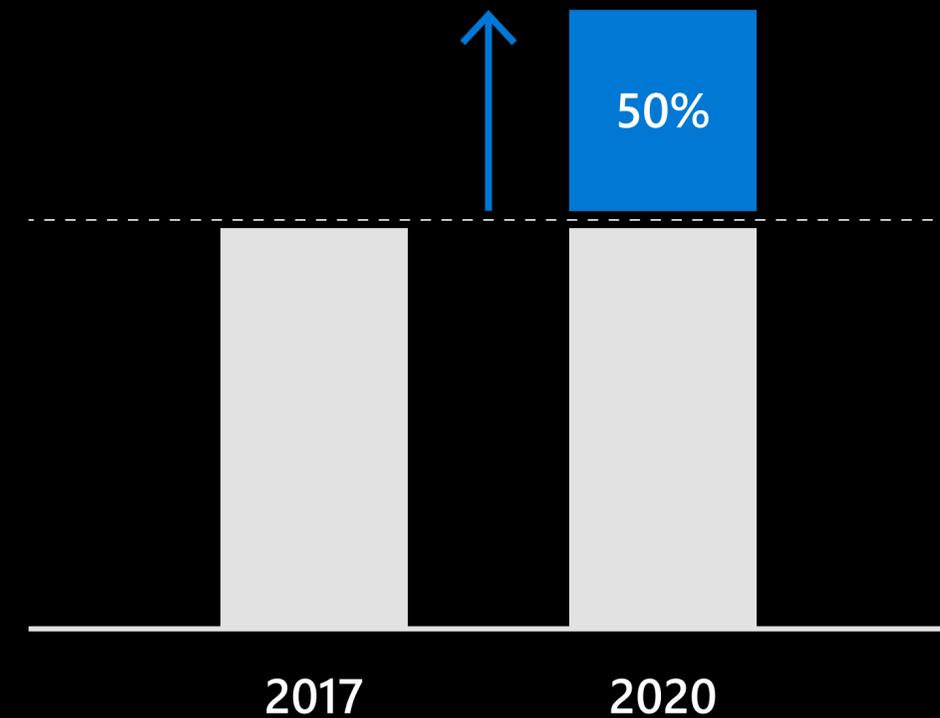
- Recognize the pressure to provide more secure public services to residents and want to understand how digital taxation can increase compliance and make budget forecasting easier.
- Are planning a strategic digital transformation initiative and want to ensure all aspects are considered.

# Rebuilding trust

As technologies evolve and people encounter more and more innovation in their everyday lives, they begin to expect more from government services as well. Yes, they want services to be easily accessible. But they also expect privacy and security on all levels, from basic data like name and address, to tax records or health information. And because governments handle extremely sensitive personal information such as tax filings, expectations for privacy in the context of government services is often higher than those for the private sector.

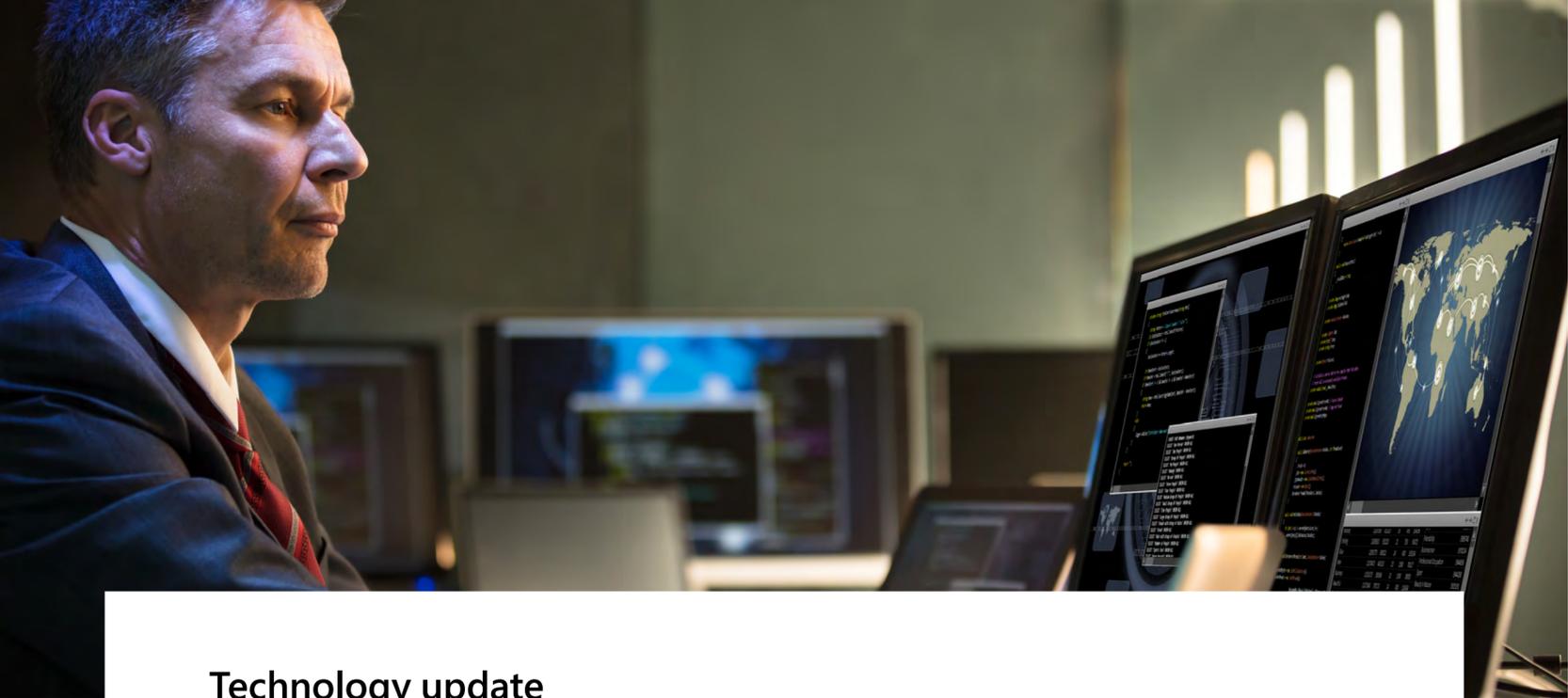
Meeting that expectation gives governments an opportunity to deliver trusted and secure services even as they face an increase in cybersecurity threats. Governments have an opportunity to transform systems and processes to meet the needs of their communities while combating cybercrime.

In this e-book we'll talk about how modern datacenters help governments deliver trusted and secure services.



**Cyberattacks on state, local, tribal, and territorial governments increased 50% from 2017 to 2020.<sup>1</sup>**

<sup>1</sup> GCN, "Cyberattacks on state, local government up 50%," September 2020.



Technology update

## Digital taxation solutions

Tax collection processes vary across the world, but all governments share an interest in making the process easier for their populations, and more predictable for themselves. With digital taxation, some or all direct involvement for taxpayers can be removed. For example, an employer can automatically send tax information to the relevant tax authority, which can also collect tax payments or deliver tax refunds automatically, all without the individual needing to file any forms. This increases timely tax collection while improving the experience for people and businesses.

**234**  
hours

The worldwide average amount of time required to comply with tax requirements per year is 234 hours per person.<sup>2</sup>

### Digital taxation helps governments deliver trusted and secure services by:

#### ✓ Making it easy to file

Digital taxation speeds up processing and response while also reducing the cost of collection, as well as the need for paper and storage facilities. Automating tax filing through employers can make taxation a hands-off experience for taxpayers, saving both time and money on filing costs.

#### ✓ Facilitating compliance

It's difficult to hide taxable transactions that are digital, and therefore verifiable. It's also easier to comply with tax requirements through electronic services and secure data sharing and analysis. With the increased efficiency and volume of digital taxation, governments can also improve accuracy in forecasting budgets.

<sup>2</sup> European Commission, "[The VAT Gap Report](#)," September 2020.

 Customer story

## Poland residents can now file taxes in five minutes

Poland's [Ministry of Finance](#) wanted to simplify the filing process for taxpayers and make it possible for them to submit accurate returns in less than five minutes. In partnership with Microsoft Consulting Services, they developed an easy-to-use digital tool with pre-populated data. Taxpayers can use the service on any computer, smartphone, smart TV, or gaming console that's connected to the internet.



**People have spread the word this is a very simple, secure, and effective way to file. Because you can do it in five minutes, people don't wait until the last moment to file."**

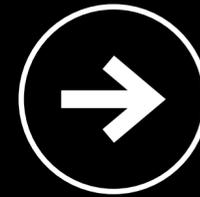
**Piotr Patroński**  
IT Department Director,  
Ministry of Finance, Poland



# Getting started

What it means to deliver trusted and secure public services is changing. Technology is accelerating expectations for the public, while increasing cyber risk. A shift to trusted and secure services built on Microsoft solutions will move government transformation initiatives forward. With virtual taxation, governments can make compliance easier while improving the accuracy of budget forecasting.

With a global partner ecosystem, Microsoft stands ready to help governments everywhere modernize legacy systems, enhance cyber-resilience, and create a secure and compliant foundation for the future.



[Get the full e-book >](#)

[Learn more >](#)

[View the "Make taxation simple, secure, and seamless" infographic >](#)

