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Using Intel® architecture-based tablets to enhance tax services

Zhoushan Municipal Office of State Administration of Taxation establishes a mobile platform and deploys tablets with Intel® Atom® processors to provide a more convenient and personalized tax service, while improving staff productivity

"Tablets with the Intel® Atom® processor Z2500 series have excellent computing performance and compatibility with the Android* operating system. They are also perfectly compatible with existing Zhoushan SAT systems. The tablets not only meet our needs, they also promote business innovation. With the innovative transformation of our service processes, we've overcome the time and space limits of service windows in the tax service hall. We can provide last-mile service for taxpayers and further improve our capabilities, efficiency, and level of service."

Chen Lei
Director, Information Center,
Zhoushan SAT

Zhoushan Municipal Office of State Administration of Taxation (Zhoushan SAT) uses the latest information technology to provide high-quality service for taxpayers with a variety of new models including online and DIY tax service. The service windows in its tax service hall still handle over 22 percent of its total business volume, offering both comprehensive and specialized tax services. With the increasing number of taxpayers and service needs, Zhoushan SAT established a new mobile information platform using Intel® architecture-based tablets to ease the pressure on tax service windows and upgrade processes. The result was convenient, efficient, and personalized tax service for taxpayers, and improved productivity and service quality.

CHALLENGES

• **Improve tax service capabilities.** Tight space in the tax service hall was limiting the capability of Zhoushan SAT to improve its services to taxpayers.

• **Provide personalized service.** Zhoushan SAT wanted to provide personalized service for taxpayers according to their tax profile and records, but was limited by existing system capabilities.

• **Improve quality of services (QoS).** Improve the speed and accuracy of tax information preparation and reduce incorrect and invalid tax receipts, thus improving taxpayers' satisfaction with tax services.

SOLUTION

• **Mobile information platform.** Deploy a mobile solution that integrates with the existing Zhoushan SAT systems and improves the window service processes to enhance customer engagement and reduce the pressure on the tax service hall.

• **Business tablets with Intel® Atom® processor.** Business tablets with Intel architecture and the Android* operating system are deployed in the tax service hall so that taxpayers can specify their requirements, enter and save relevant information in the mobile information platform, and finally pay taxes after being reviewed by staff in the hall.

IMPACT

• **Improved tax service capabilities.** Zhoushan SAT has overcome the time and space limits of its tax service and improved its capabilities in the tax service hall.

• **Faster tax service.** The tax service processes used to be conducted manually in the hall. Now they can be done through the mobile information platform, which shortens the time needed for window tax service. The time for issuing freight invoice is shortened from 10 minutes to three minutes, a reduction of 70 percent.

• **More efficient tax service.** The time needed to complete the process has been reduced from 20 to 30 minutes to just a couple of minutes by using Intel architecture-based tablets. It greatly improves the efficiency of the tax service as well as the accuracy and quality of tax information entered.
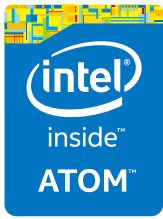
Tax Service Challenges

To continue modernizing its taxation services, Zhoushan SAT offers three models: window, online, and DIY. Taxpayers can choose different options according to their needs.
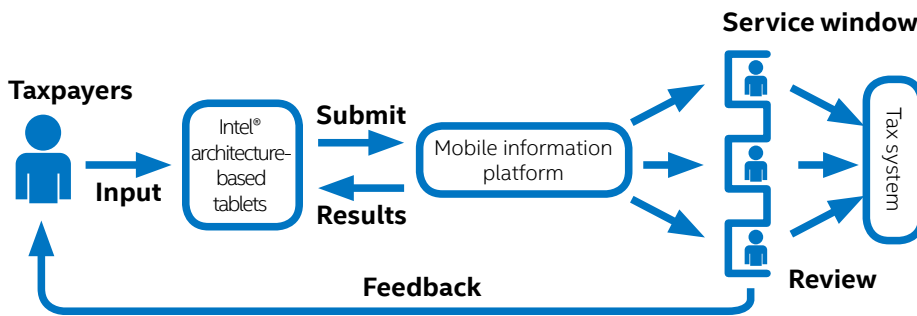
Chen Lei, director of the Information Center of Zhoushan SAT, said, "In these three models, window tax service is the foundation of the whole system. It is irreplaceable because some services rely

on invoices and certificates. Tax services handled in the tax service hall account for over 22 percent of all tax services provided."

However, limited space also limits the number of tax service windows in the tax service hall. Zhoushan SAT needed new ways to ease the pressure on its tax service hall to provide more convenient and efficient service for taxpayers.

Mobile information platform with Intel® Atom® processor-based tablets provides personalized service for taxpayers, enhances capabilities, and improves service efficiency

Taxpayers · **Input** · Intel® architecture-based tablets · **Submit** · **Results** · Mobile information platform · **Service window** · Tax system · **Review** · **Feedback**

Mobile Tax Service Processes of Window Tax Service in the Tax Service Hall

Each type of tax-related business had standardized processes. It could not provide customized or personalized services according to taxpayers' business and individual profiles. "We sometimes had long queues in the hall, which could lead to complaints from taxpayers and dissatisfaction with our tax services," said Chen Lei.

Taxpayers needed to fill out paper forms in the Hall and submit them to the tax staff for them to enter into the computers. The tax staff both handles and reviews the information. The accuracy of the data they enter cannot be guaranteed, so tax receipts were sometimes incorrect, increasing pressure on the staff and lowering the efficiency of the whole service process.

New mobile technology improves efficiency

The booming development of mobile technology made Zhoushan SAT realize that integrating mobile technology into its window tax service could help improve efficiency. In June of 2014, Zhoushan SAT established a mobile information platform and subdivided its tax processes into application, acceptance, review, and feedback. Both application and acceptance can be performed in the mobile information platform through mobile technology.

Zhoushan SAT needs tablets with the Android operating system to run tax applications for taxpayers. After testing, it chose business tablets with the Intel Atom processor. "Intel architecture-based tablets—with industry-proven stability, reliability, and extensive product lines—provide numerous choices for us. We can choose the most cost-effective tablet according to the computing performance of the tax application. Tablets with the Intel Atom processor also offer excellent battery life and allow continuous operation of tax applications throughout the day," said Chen Lei.

The program has been put into trial use in the Putuo District Bureau. Taxpayers can use tablets deployed in the tax service hall or tax apps in their mobile devices to access 12 services including issuing value-added tax (VAT) invoices, freight transport invoices, and purchase invoices at any time and any place.

Through tax apps, taxpayers can submit their services to a mobile information platform, which will then return relevant results according to different types of services to taxpayers. The original information is categorized and stored in the information platform.

Taxpayers in the tax service hall are automatically categorized according to their profiles and needs. Since tax information is directly entered into the tablets, staff can easily understand the complexity of each tax case and provide efficient and personalized service for taxpayers. One taxpayer said, "The tablet is pretty easy to use. It's also pretty light. It used to take me 20 to 30 minutes to fill out the paper form, but now I can finish the same business within a couple of minutes and it can be printed out quickly."

Under the new process, after taxpayers enter their information into the tablet, they will do an initial review and confirmation. The staff only needs to review the original information, classify results in the information platform, and redirect relevant information into each tax system. Zhuang Chunlei, director of the Information Center of the Putuo District Bureau, Zhoushan SAT, said, "The benefits of the improved tax processes are self-evident. The tax staff is now free from the heavy burden of data input and they can spend more time and energy to review data, which can significantly improve the efficiency of the window tax service and reduce error rates."

The tax service solution in the tax service hall, based on the mobile information system and Intel Atom processor-based tablets, overcomes the space and time limitations of window tax services and provides personalized tax service for each taxpayer. Zhoushan SAT has significantly improved the efficiency and quality of its tax services and plans to deploy the solution in other districts in Zhoushan.

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