

A Holistic Solution Via Server-To-Server



Case Study of Inland Revenue Authority of Singapore

DBS won the tender to provide tax refund services for the Inland Revenue Authority of Singapore (IRAS) in August 2005. This initiative replaced and streamlined the whole tax refund process which IRAS operated on previously, and helped to increase the efficiency of their operations.

DBS established an end-to-end secure linkage between IRAS and the Bank via their robust server-to-server solution that integrated seamlessly with IRAS' back-office processing operations. The DBS server-to-server connection offers a secure file transfer channel that facilitates the safe transfer of information between IRAS and DBS.

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“The fully-automated server-to-server solution not only met our stringent security requirements, but also allowed us to benefit from higher efficiency levels,” said Mr. Colin Chew, Director, Revenue Accounting Branch, IRAS. “DBS also delivered a very holistic coverage of payment avenues, covering cheques, bank drafts, GIRO and Telegraphic Transfers, all with same-day processing

capabilities. Leveraging on DBS' efficiency, IRAS is able to improve our turnaround time for tax refunds, allowing us to service our customers more effectively, and indeed to excel in meeting our customers' needs and expectations.”

About IRAS

IRAS' mission is to act as an agent of the Government and provide service in administering, assessing, collecting and enforcing payment of taxes. IRAS also advises the Government and represents Singapore internationally on matters relating to taxation. IRAS is responsible for collecting income tax, property tax, goods & services tax, estate duty, betting taxes and stamp duties.

IRAS' vision is to be:

The leading tax administration in the world

A partner of taxpayers in nation building and economic development

an **eX**cellent team of competent and committed people