AGM Open Core Digital Framework:
The accelerator to deploy your own integrated tax administration system

"Adopting open-source practices as a public organization means moving an organization's culture away from one of proprietary holdings and closed ownership, and towards collaboration and working in the open."

KEY VALUES

⊙ Ownership - Our Open Core approach includes full transfer of source code ownership. This allows organizations to have minimal dependency and complete flexibility to fuel their digital transformation.

⊙ Positive ROI - Adopting open core solutions is not only about saving money, but also about promoting innovation, improving quality, deploying faster, and meeting widely shared technical standards with a solution requiring less hardware power.
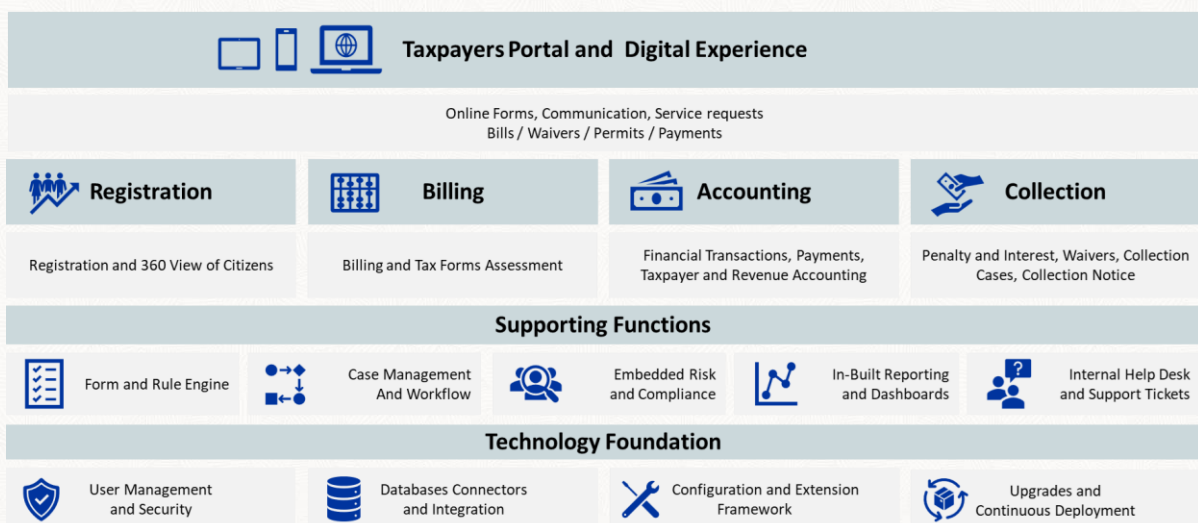
In public administrations, time and resources are limited and in developing software systems even bigger. How you spend your time and use your resources when developing software systems is probably the most fundamental and difficult challenge, just as responding to the natural tendency of software engineers to gravitate towards the most technically interesting areas.

The AGM Open Core Digital framework offers a set of predefined features and functions to meet the needs of government authorities responsible for revenue administration, levy and collection. These functionalities are contained in an Open-Source foundation which constitutes an accelerator for the design and deployment of your own tailor-made solutions.

The AGM Open Core Digital Framework provides your organization with a disciplined development framework to streamline processes and simplify development tasks, so your technical resources can focus on delivering business value, application quality, and on-time delivery.

Our solution design approach is aligned with OECD Tax Administration 3.0 broad principles as listed below:

✓ Complete set of functions and features
✓ Responsive, User-Centered Design User Experience (UX)
✓ Data Integration and Ecosystem Interoperability
✓ Business Workflow Digitalization and Automation
✓ Reliable, Scalable and Maintainable
✓ Strategy, governance and new skills

We designed AGM Open Core Digital Framework to meet the needs of complex organizations. Public administrations seek refined access control, auditability, complex deployment scenarios, and specific service level agreements to support their operations.

KEY BENEFITS

- ⊙ **Deployment Flexibility**: We have a very flexible range of services for our public sector customers. You have the option to self-host the solution or to accommodate hybrid-cloud approaches. You can host an AGM Open Core instance wherever you need to increase performance, redundancy, privacy, and scalability.

- ⊙ **Continuously Improved**: Our customers have a strong influence on the product roadmap for AGM Open Core. Our Open-Source technology foundation allows us to trial new features in a production environment and oversee their performance before making them part of the next release of the AGM Open Core framework.

- ⊙ **Premium Support:** Public sector customers get our support team's fullest attention. We provide them with dedicated support for troubleshooting, product technical guidance, and anything else they need. Our model includes the creation of a local competence center that supports clients through necessary changes, organizes solution workshops during the project and provides ongoing personalized technical support after go-live.

Open-Source in mission critical systems

Open-source software (OSS) is a very valuable resource. Several innovative and cutting-edge technologies are developed in open source. Although not yet a widely accepted core element of an Integrated Tax Administration System (ITAS) architecture, open-source software remains a cost-effective alternative to commercial software and can increasingly outperform commercial competitors in terms of functionality, performance, longevity and/or quality.

Data Friendly

Tax administration is a data processing operation that depends heavily on the availability and quality of data. With increasing digitalization, more tax data from taxpayers and third parties will be collected and used to improve the efficiency and speed of tax administration processes. The AGM Open Core digital architecture captures and provides access to data across its entire architecture in real time.

End-User Centricity

Digital revenue management applications extend to the end user (citizens/other agencies/end-users), raising the bar for instant usability, visual design, and all aspects of user experience. Expectations are gauged by leading web companies and users expect similar quality. AGM Open Core User Experience design extends business process automation to interactions that occur with the user. Its wizard-like user interface provides an alternative to standard ad hoc views enabling even inexperienced authority's users to navigate through complex business processes quickly and intuitively.

Secure

Taxpayer-centric digital use cases regularly involve changing where revenue authorities conduct their transactions. For example, some transactions may run over the open internet (e.g., electronic services). Ensuring the security of your ITAS application should always be a priority. Within the AGM Open Core architecture, there are many built-in features and best practices to ensure you keep your ITAS secured.

Resiliency and offline field experience

Resilience is the ability of the system to continue to respond to incoming demands in an acceptable manner even if one or more of its dependent components or systems is not functional. The goal of AGM Open Core resiliency is to quickly return the application to a fully functional state after an outage by ensuring that you always have an up-to-date backup and disaster recovery site. Additionally, the AGM architecture includes offline capabilities for remote users using smart devices that automatically sync when connectivity is available and can support registration, form submission and payment functions.
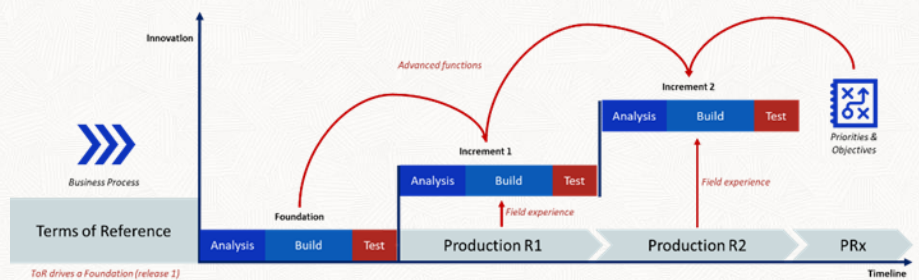
OUR VALUE PROPOSITION

- Complete functions to Register your taxpayers and build a comprehensive 360 View.

- Flexible configuration of different Revenue Types (Taxes, Fees and other Revenue types).

- Powerful Billing and Calculation engine supporting your business and legislative driven rules.

- Configurable Accounting schema for flexible integration with Government wide systems

- Embedded BI for transactional reporting and dashboard

- Risk scorecards and Compliance Case Management

- Traceability and auditability with real-time statistics for better control of business processes

- Rapid user adoption with modern, intuitive user interfaces

- Simple coding, maintenance and third-party integration

LOCALIZATION

- True multi-lingual capabilities for the User Interface and communication templates

- Supports different calendars (e.g., Gregorian, Ethiopian, etc.)

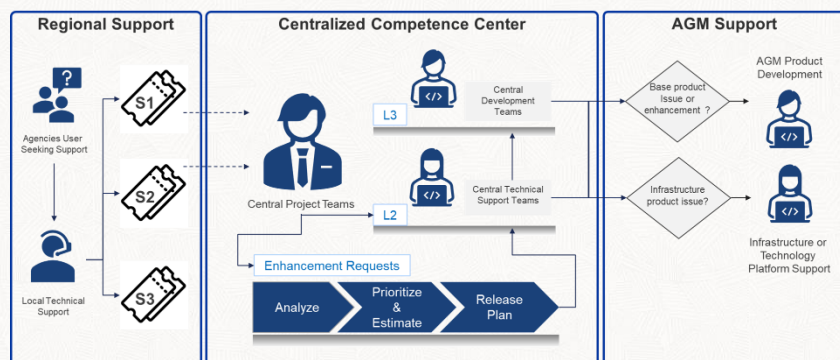**Incremental Delivery, Think Big, Start Small, Scale Fast**

For digital transformation to be truly successful, tax administrations must ensure that it is embraced by staff and that projects are managed in an agile manner. The AGM digital architecture supports development practices, deployment models and operational capabilities enabling incremental release of solution enhancements and is coupled with update transparency enabling continuous service.

A modern and Agile model focuses on benefits realization, process efficiency and innovation

- ✓ Process: Continuous alignment of operational processes with technology and strategic objectives.
- ✓ Technology: Continuous increments based on field experience and capabilities with business priorities in mind.
- ✓ People: Keeps people motivated to do things better while instilling a culture of innovation in the organization.
- ✓ Strategic Objectives: Goals, Operational value and Capacity to Absorb becomes the solution improvements drivers**.**

Empowering Local Innovation with international collaboration

Our deployment model includes the creation of a local competence center, a genuine interface between daily operations and technical departments. Our competence center model takes on project management, documentation management, competence and knowledge management and establishes a dynamically growing unit that addresses the full cycle of IT solution development and support.