



CASE STUDY / GOVERNMENT & PUBLIC SERVICES

# Latin American National General Customs Administration Sees 6%+ Increase in Foreign Trade Tax Revenue

Full digital transformation and customer experience redesign







# About the solution

The solution facilitates and simplifies information flows between businesses and government agencies involved in cross-border trade, allowing authorities and government agencies to receive and access necessary information for the payment of fees, tariffs, taxes and quotas.



**2M+**  
Invoices  
(per month)



**1M+**  
eDocuments  
(per month)



**300+**  
**B2G & B2B**  
processes with multiple  
modalities



**Softtek**

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# Organization challenges

The public agency needed a complete digital transformation to avoid tax fraud, improve the experience of the officers, and automate and digitize core processes

1

Paperless strategy converting manual processes into electronic documents.

2

Reduce time in customs clearance.

3

Have information prior to customs clearance for the successful implementation of risk analysis.

4

Easily search and access information from remote locations to a central information repository.

5

Influence the competitiveness of the economy by allowing participation in the processes of foreign trade.

6

Reduce costs in physical space for storage and care.

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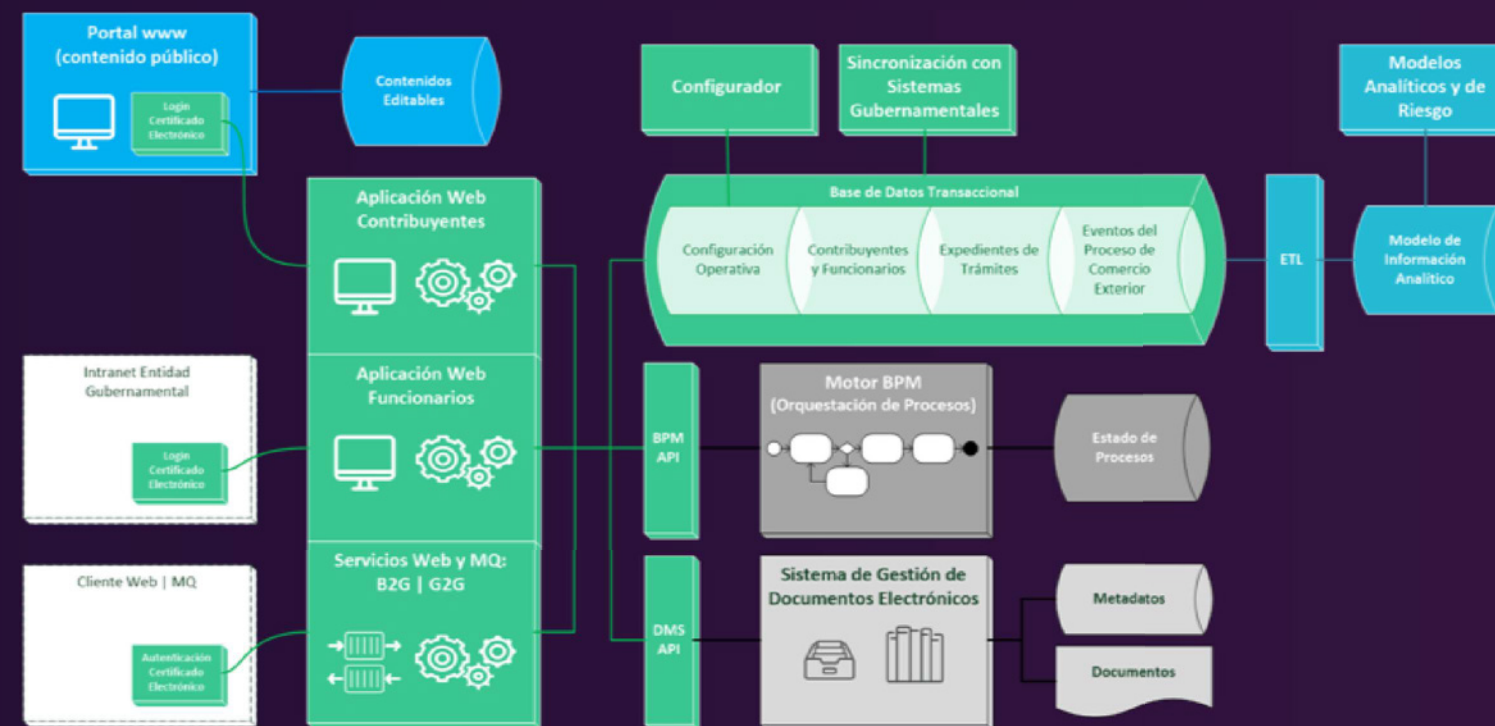
# How Softtek comes into play

Softtek provided a digital solution that digitized the information, authorizations and collections for a faster and more reliable process

**Full Digital Transformation:** Customer Experience Redesign, Business Process Mapping, Application Development & Maintenance, Hybrid-cloud enabled IT Operation

Ultra-large scale program: 1.6 million man-hours (AppDev), 6 year contract

Incremental integration and replacement of legacy applications



Fiscal fraud-prevention model (Business Analytics)

Digital Identity, eSignatures, eDocument processing

Multi-platform solution: Portal, BPM, EDI, SOA, Business Analytics, Cloud IaaS, Legacy Co-existence

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# Organization impact

Increased tax-payer enrollment & total tax revenue, and avoided under-declaration of merchandise value, effectively preventing fiscal fraud all in a paperless solution with more control, efficiency & security.

**6%+**

increase in foreign-trade tax revenue (first year)

**Improved**

"Doing Business Ranking" (9 positions)

**15%+**

operational & logistics cost reduction

**\$76B**

increase in international trade volume per year

**32%+**

cost reduction associated with meeting regulations

**31%+**

reduction in filling costs

**38%+**

reduction in total document submission time

**32%**

reduction in resolution time for fillings

**Award**

Federal Government Digital Implementation, ISG Top 25 Digital Transformation Project (World-wide)

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## ABOUT SOFTEK

Founded in 1982, Softtek is a global company and the largest provider of IT services from Latin America. With a broad portfolio of business-transforming products and solutions, Softtek helps Global 2000 organizations evolve their digital capabilities constantly and seamlessly, from ideation and development to execution.

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