

Nomination: 5685

Digitalization of Tax Process in Slovakia

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company IBM
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Digitalization of Tax Process in Slovakia
Category B01 - B59 Achievement > B55 - Most Innovative Deployment of HR Technology
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required <p>IBM opened its first office in Slovakia in 1990, and starting in 2015 it becomes the biggest Shared Service center with over 5,500 employees. Company focuses to create positive and supportive working environment for all its employees and future colleagues.</p> <p>IBM HR is part of the digital transformation - team constantly works on process improvements with focus of efficiency and employee experience. Needs of our employees and organization are changing. Time brings higher expectations but also more possibilities. Moving from paper world into digital HR brings many opportunities for process improvements.</p> <p>In line with this, HR Ops team in cooperation with other IBM functions, moved fully paper Tax process to digital environment. By this, IBM was able to save more than 2,000 man-hours, 24,000 sheets of paper yearly and brought the experience for IBMers to be one of the first employees on the Slovak market who can submit their tax via this digital solution.</p>

b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

Slovak legislation requires specific actions related to Tax during the year from employees. Tax is not popular topic in any of the countries around the world – tax speaks to taxpayer with difficult language, uses complicated forms and takes a lot of time to close the action.

For decades, Annual Tax Reconciliation and Tax Declaration (ATR&TD) has been a process constantly driving complaints from our employees and frustration. And rightfully so - it involved paper submissions of employee data (receiving, printing, gathering inputs, filling in, submitting) and took unproductive time they wished was spent differently – waiting in a queue to deliver and consult their tax forms.

Additionally, it involved increased workload with the HR/payroll vendor to sort through the submitted documents, too.

Our goal was to transform the whole process into positive experience in IBM in Slovakia – to employees and to payroll team, which processes the Tax documents.

After careful consideration of legal framework, we decided to go digital and move the submission on-line. In Slovakia, IBM is the first company of this size to do it.

The project planning started prior to the pandemic but proved very timely, as doing ATR&TD from home proved not only to be a matter of convenience but also safety.

The project was extremely well received by all of Slovakia employees.

c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required

IBM is the very first company on Slovak market that initiated digitalization of ATR&TD in this size. Our goal was to ensure all legal requirements are met via new digital solution with focus on employee experience and productivity.

The project had huge focus on the efficiency – with the digital solution we were able to save time for all teams included in the process: employees, local HR team, payroll vendor. This process saved a minimum of 20 mins to every impacted employee. This means more than 2,000 man-hours saved yearly.

Our target group were our employees and their experience. “Tax language” is difficult to “read” – therefore we translate all the instructions, requirements, and forms into language, that is easy to understand. By this we ensured that employees would easily and with confidence follow all calls for actions. Before implementation, the digital solution was subject of detailed UX testing. Experience of our future users – employees was crucial. Testers were selected also from IBM population to ensure their needs in future usage of the tool.

Project left also eco-footprint – with this digital solution we are yearly saving more than 24,000 sheets of paper. We decided not to save this amount of paper “only”. IBM employees will plant saved trees in Bratislava region in Slovakia with support of local NGO, once the pandemic situation will allow us to do the activity together.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

The project was a showcase of the synergy of skills, knowledge and expertise which was combined across various teams in IBM. This was positive and enriching experience to whole project team.

Together we were able to bring results in various fields.

By implementing digital solution, we:

- contributed to self-service strategy – employees were able to manage their tax duties confidently and independently directly from their homes
- demonstrated our digital knowledge – we used modern way of solution, which is unique on the Slovak market
- created the positive experience with unpopular tax-topic – we carefully listened to needs of our employees and created the solution with positive impact
- saved time to all teams involved in process – this means more than 2000 hours per year
- showed our responsibility to environment and nature – digital solution also saves our nature. IBM demonstrate the responsibility and co-create community to respect our environment

Tax Digitalization won internal IBM CEE Excellence Award in 2021. Team discussed the achievements directly with IBM CEE General manager.

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