

END-TO-END DESIGN ON TAX TECHNOLOGY SOLUTIONS

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Speakers:

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Al for Tax – Center of Excellence

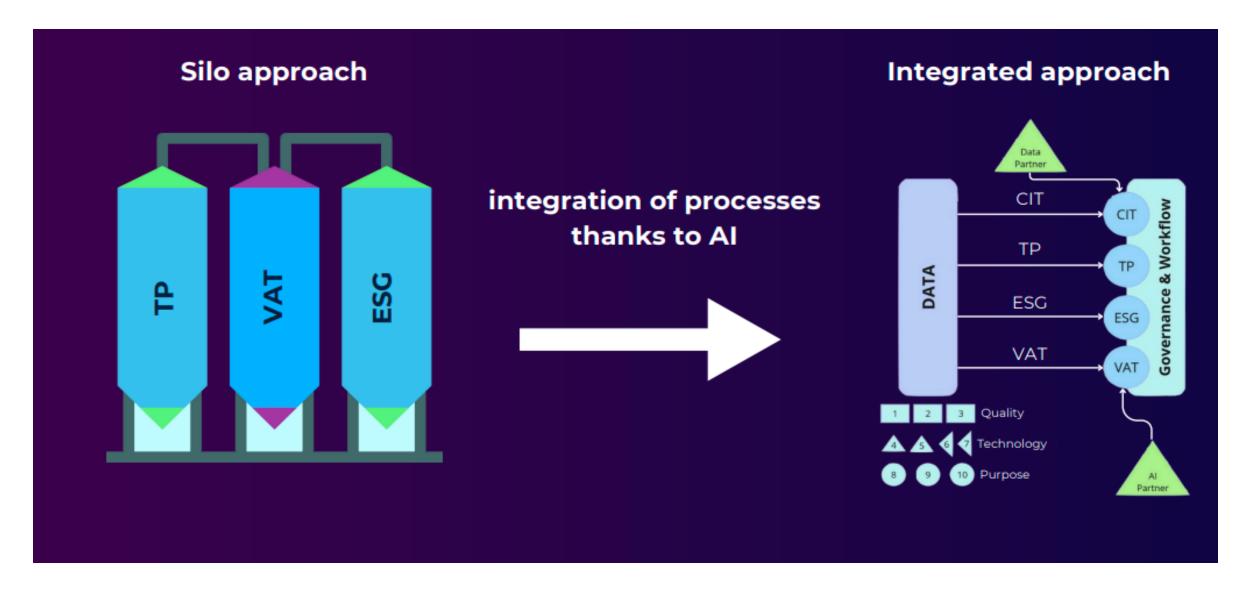
Mission:

Al for Tax CoE is an independent foundation which drives the agenda for multinationals as well as tax authorities to simplify tax workflows worldwide by using Al tooling in end-to-end integrated tax technology (software) solutions.



Why End-to-End integration is required?





Strategic Framing – Getting the Board on Board



Key Drivers:Why the board needs to lead

- Digital transformation is permanent — who owns timesensitive tax data?
- Tax governance now requires public accountability in many jurisdictions.
- CIOs lack full visibility tax cannot sit solely in the IT domain.
- Tax accountability must shift from back-office to board-level ownership.

Board-Level Implications: Modern Tax Governance Demands

- A board of advisors that can respond to tax tech initiatives
- Transparent governance frameworks that define who represents the taxpayer.
- Rethinking legacy structures tax is no longer just a legal or accounting concern.
- Ensuring risk isn't filtered out before it reaches the boardroom.

Rethinking Tax Technology: From Compliance Cost



Strategic reframing

• Compliance cost → Business enabler

to Strategic Catalyst

• Obligation → Insight & risk filter

Tax accountability now requires visibility, velocity, and verifiability

- Al shortens the gap between data and decisions
- Tech enables tax to be heard in the boardroom Not just filed

Governance & Board Accountability: Who Owns the Tax Data?

- CIO owns systems, not insights
- CFO owns numbers, not sources
- Head of Tax understands the law, not all touchpoints
- Al bridges the gap

No single owner.
Al enables multirole visibility →
pushes risk
insights to the
board before it's
too late.

Role of AI in VAT/e-Invoicing Transformation

Al Enables:

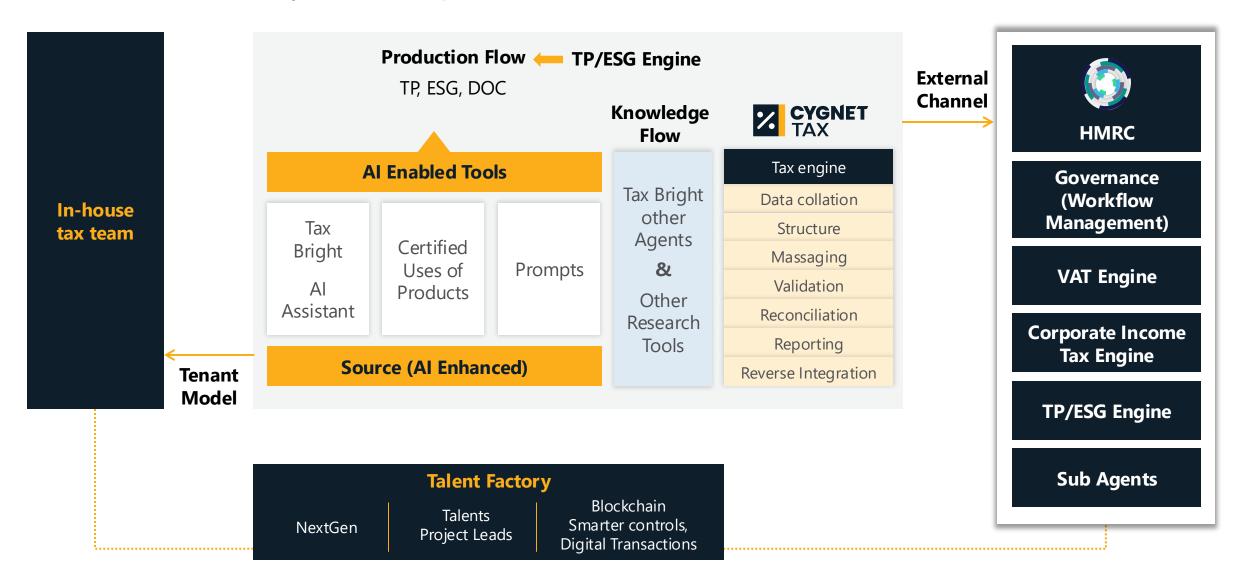
- Real-time VAT validation
- e-Invoice parsing & risk scoring
- Pattern recognition (duplicate claims, timing gaps)
- Board-ready insights from fragmented systems`

Tied to growing UK & EU mandates for digital reporting and cross-functional board oversight.

Building a New Rome – Tax Vision 2025



Rome wasn't built in a day, But it had a plan



The Changing Roles of CFOs



CFOs who cling to old models will be replaced by those who can transform businesses, monetize the digital economy, and shape the future.

The CFO as a Catalyst for Change

CFOs are at the forefront of driving organizational transformation. Their role now includes identifying market trends, spearheading digital strategies, and evolving outdated business models to uncover new sources of revenue.

The CFO as a Catalyst for Change

Today's CFOs operate in a world shaped by digital platforms, data ecosystems, and co-created value. Success now hinges on monetizing data, pricing APIs, and leveraging network effects — not just managing expenses.

Redefining Risk as a Strategic Lever

Risk isn't just to be minimized — it's a source of growth. Forward-looking CFOs design models that embrace volatility, using market shifts to drive opportunity and competitive edge.

Moving Past Automation to AI Economics

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New Competencies for Finance Teams

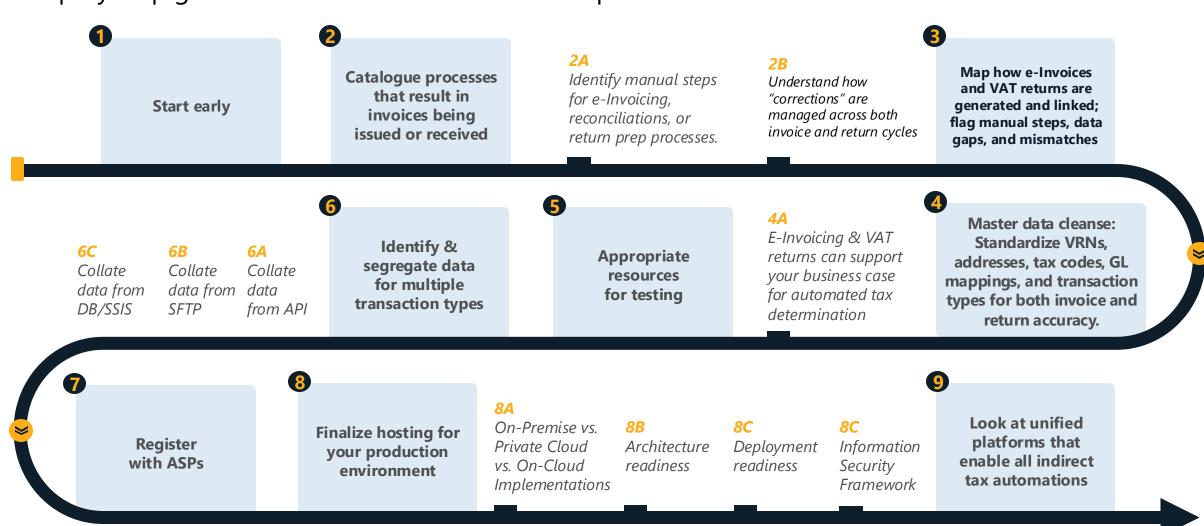
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Source: Wouter Born, (2025)

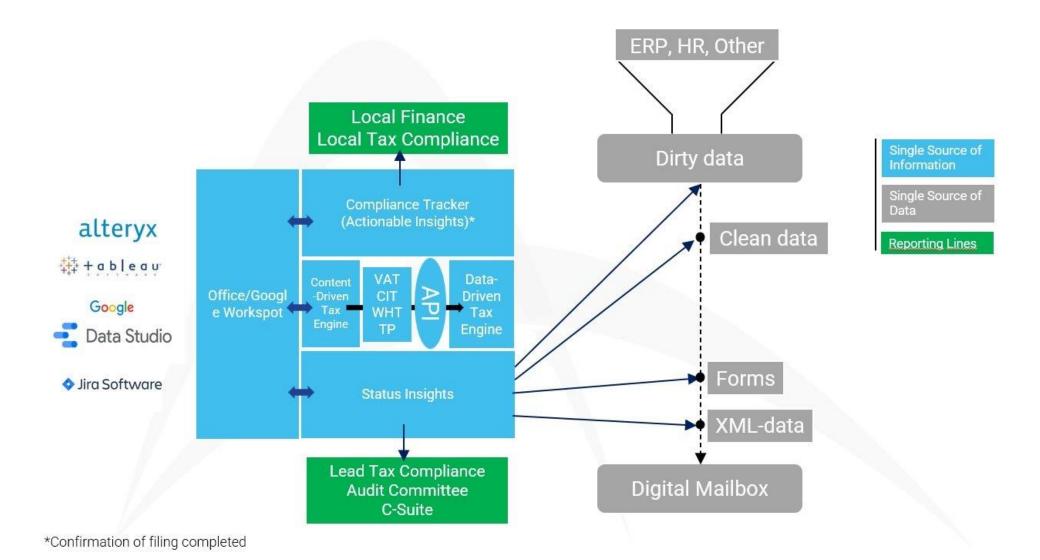
Planning the transformation



Step by step guide to a successful Indirect Tax implementation



2 Types of Dashboards: Actionable vs Status Insights



Dashboards and Digitial Nerve Centers



Feature	Linear Dashboards	AI-Enabled Dashboards
Data Processing	Static; processes predefined data sets	Dynamic; handles complex data sets in real-time
Interactivity	Low; primarily for viewing and basic interactions	High; interactive features allowing deeper data exploration
Predictive Analysis	None; focused on presenting historical or current data	Strong; forecasts trends and outcomes using data patterns
Customization	Limited; often template-based with restricted customization options	Extensive; can be tailored to specific user requirements and scenarios
User Engagement	Generally passive; users receive information as-is	Active; users can query, manipulate, and interact with data for deeper insights
Integration	Limited; works primarily with structured data from specific sources	Robust; integrates with various data types and sources, enhancing data richness
Decision Making	Based on past and present data; can be time-lagged	Real-time; aids in immediate, informed decision making based on current data and predictions
Automation	Minimal; requires manual setup and querying	High; automates data analysis, alerts, and reporting
Learning & Adaptation	Static; doesn't adapt or learn from new data	Continuous learning; evolves with new data, improving insights and accuracy over time
Operational Profiles	Base Case: 80% RPA, 19% Integrated Push, 1% AI-Enabled	Aspiration Case: 40% RPA, 40% Integrated Push, 20% AI-Enabled

Diagram of AI Use Cases Relative to Tax Administration Function and Functional Domain



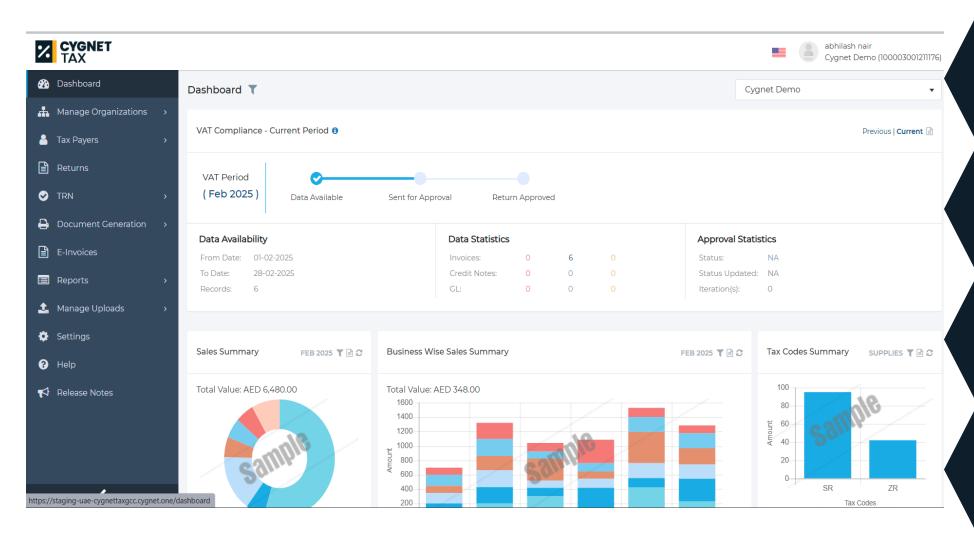
External Ecosystem

Already in Production or Under Consideration by Member Countries Across the Tax Enterprise

Internal Management and Operations Taxpayer Service Taxpayer Compliance and Treatment in Tax Administration External Accounts Services Management Operations Compliance Collect Right Tax Engagement Strategy & Performance Compliance Priorities & Tax Agency Operations **Enagge Other** Processing Strategy Taxpayer Advocacy Direct Plannina Strategy Planning Governments Role of the Al that is either in-use Strategy & Fraud Environment Tax Channel & Service Partner Strategy & Budget & Finance Planning Quality Assurance Taxpaver Education or under-consideration: Evaluation Management Engagement reported by FTA 3.0 member Taxpaver Service & IT Strategy Facilities Management Assurance Strategy Tax Policy and Standards Legislative Affairs countries assigned to Project D Modelling **Business Rules** Partner Relationship Financial Management Submission Processing Online Account Predict Noncompliance & Monito Development Management Content Creation / Quality & Compliance Product and Service Generative Al HR Management & Training Recourse Management Audit Selection & Control Tax Service Performance Tracking Oversight Risk Identification and Enterprise Risk and Audit Translation. IT Management Online Services Service Channel Oversight Economic Pulse Analysis Management Summarization & **Q&A Support** Contact Management & Electronic Submission IT Operations & Security **ID** Anomalies Service Channel Operations Policy Analysis Intake & Capture Correspondence Other Machine Learning (e.g. prediction, &Deliver Account Management HR Administration Paper Processing Conduct Audit Research & Modellina **Brand Management** classification) Refund & Accounts Product & Service Financial Accounting and Protect Taxpayers from Communications Criminal Investigation Receivable Processina Deployment & Development Reporting Management Error Detection & Exception Facilities Operations Call Center Case Management Outreach and Education Campaian Administration Handlina

Dashboards & Digital Nerve Centers





Single platform across

32 countries

- Dashboards: from static to smart
- Real-time visibility across jurisdictions

100M+

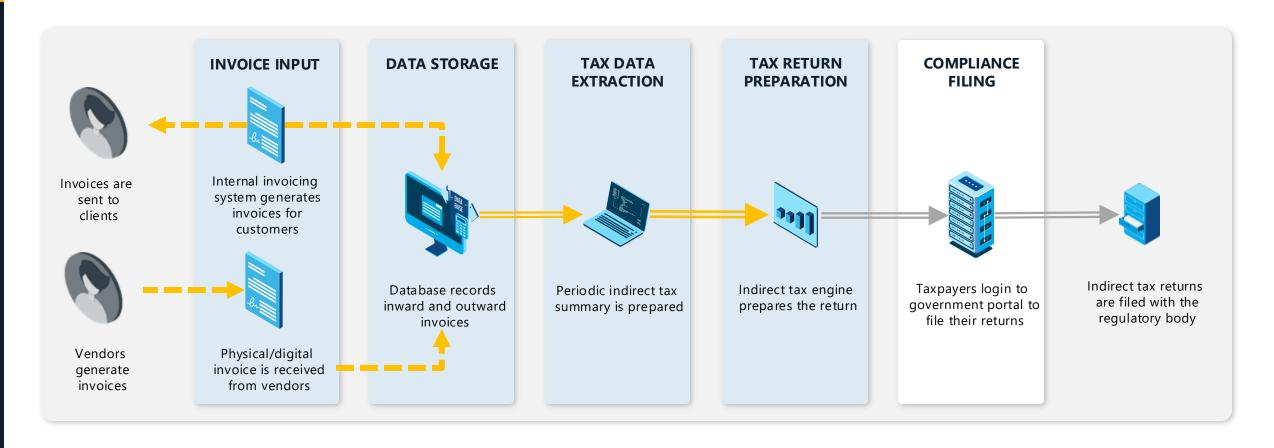
Transactions processed via Cygnet Tax Platform each month

500M+

e-Invoices generated through Cygnet platform

Before Digital Transformation



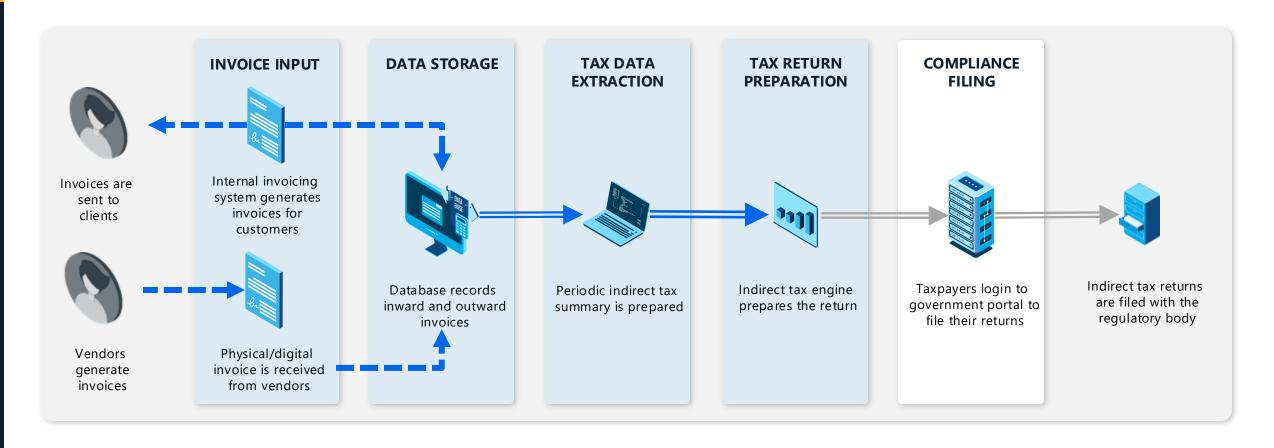


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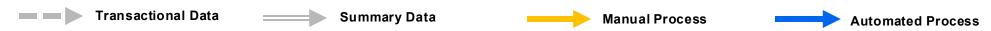


After Digital Transformation





KEY:



The Three ViDA* Pillars

AI FOR TAX

The Three ViDA pillars may be summarized as below

VIDA

Digital Reporting Requirements (DRR)

- Real-time digital reporting for intra-Community transactions
- Based on the European e-invoicing standard EN 16931.

Platform Economy

- Platforms facilitators will become responsible for collecting and remitting VAT
- Introduction of deemed supplier regime

Single VAT Registration

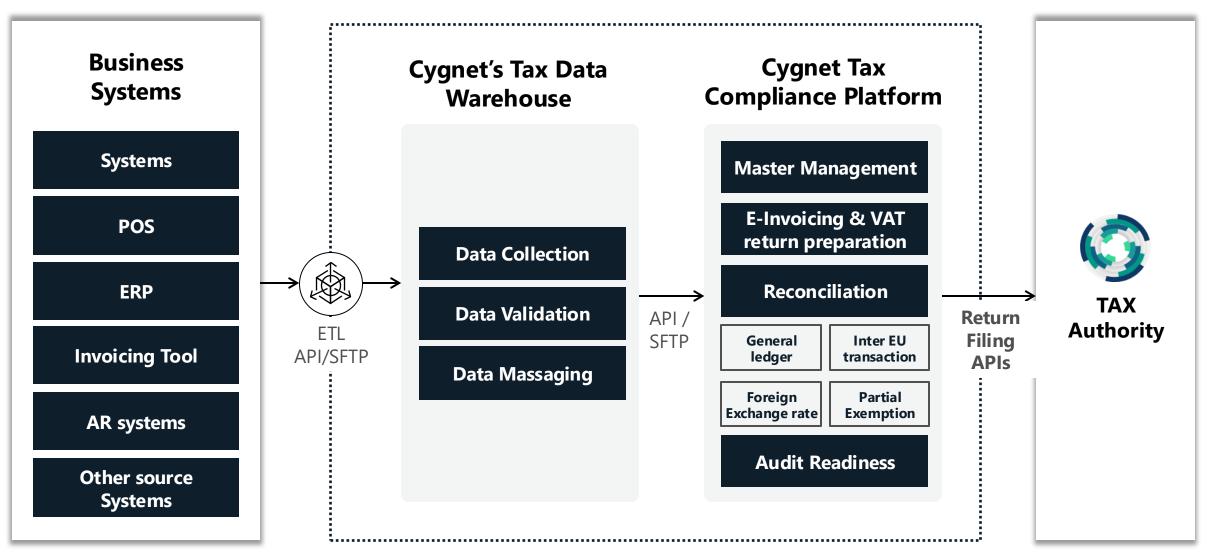
- Single Vat
 registration across
 all EU countries to
 reduce vat
 compliances
- Introduction of "Import one stop shop" (IOSS)

^{*}https://taxation-customs.ec.europa.eu/taxation/vat/vat-digital-age-vida_en

Compliance first VAT Automation framework



Indirect Tax return automation solution



What Skills are Essential to Master



Strategic skills will dominate – Not technical ones

1 Al & Big Data: Identifying manual tax workflow that can be automated or made data-driven.

Empathy & Listening: Take active notes in convos, follow up intentionally in your next meeting

- **2 Systems Thinking:** Map a weekly process, fix one friction point, design a scalable system
- **Motivation & Awareness:** Track energy (not time), schedule tasks around focus windows

Analytical Thinking: Review your data, pick one metric, list 3 drivers of that metric

7 **Lifelong Learning:** Learn new skills, ask others how they solve problems, expand your network

Tech Literacy: Set learning goals, dedicate time to master AI and tax technology



Q&A



THANK YOU

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Appendix 1: We are on the map: Globally



Source: https://www.e-bright.com/

Appendix 2: Global Roadmap for e-Invoicing







