

Digital transformation

Work in the future



The ongoing transformation of the Swedish Tax Agency

1970

Feared tax collector



1995

Popular service agency



2018

The enabler



2025

Some examples of important developments



1995

Introduction of pre-filled tax returns
for private individuals



2001 -

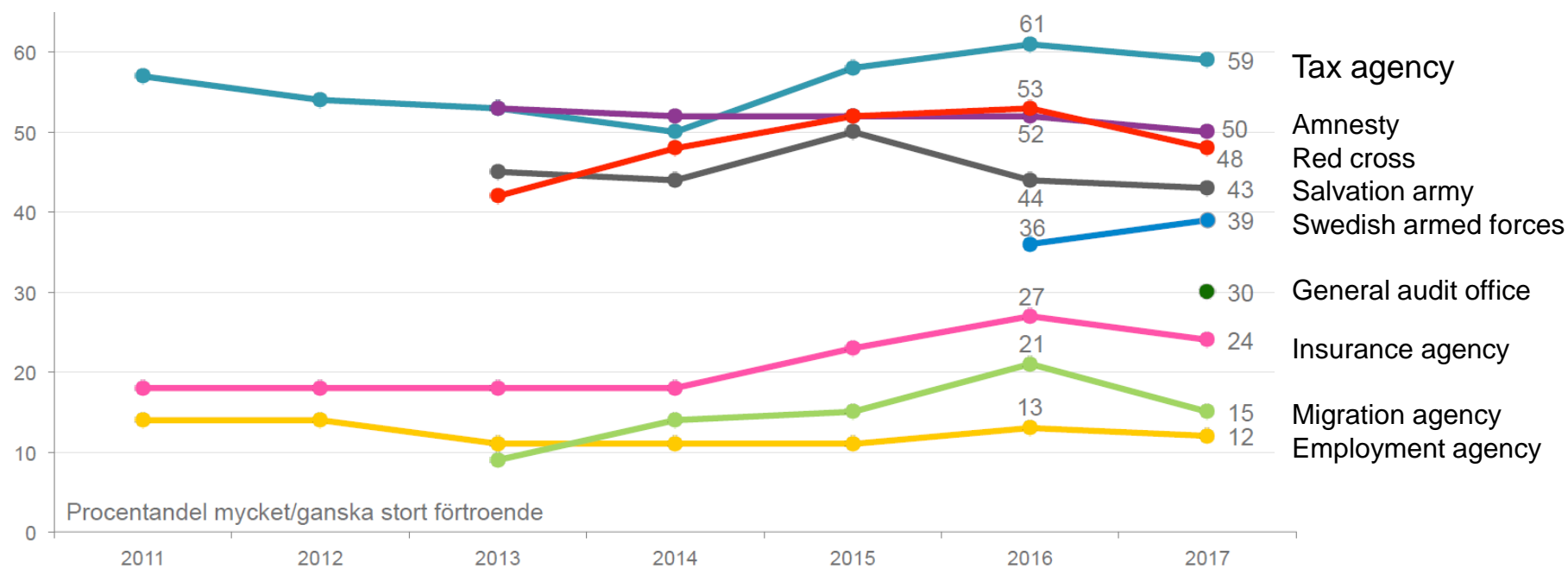
E-services on the web and later also apps



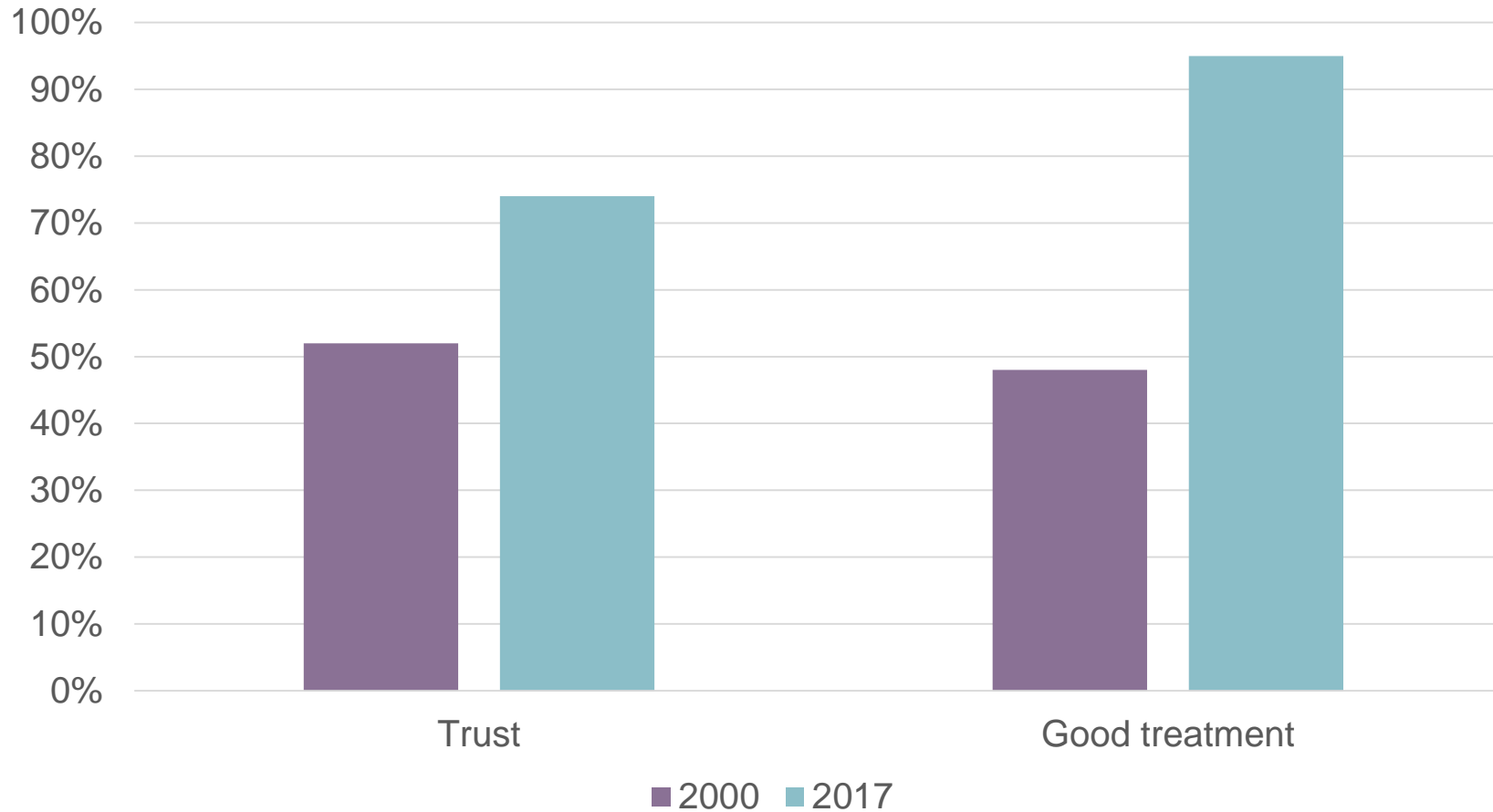
2003 -

Extensive work with changing our attitudes
towards taxpayers (still going on)

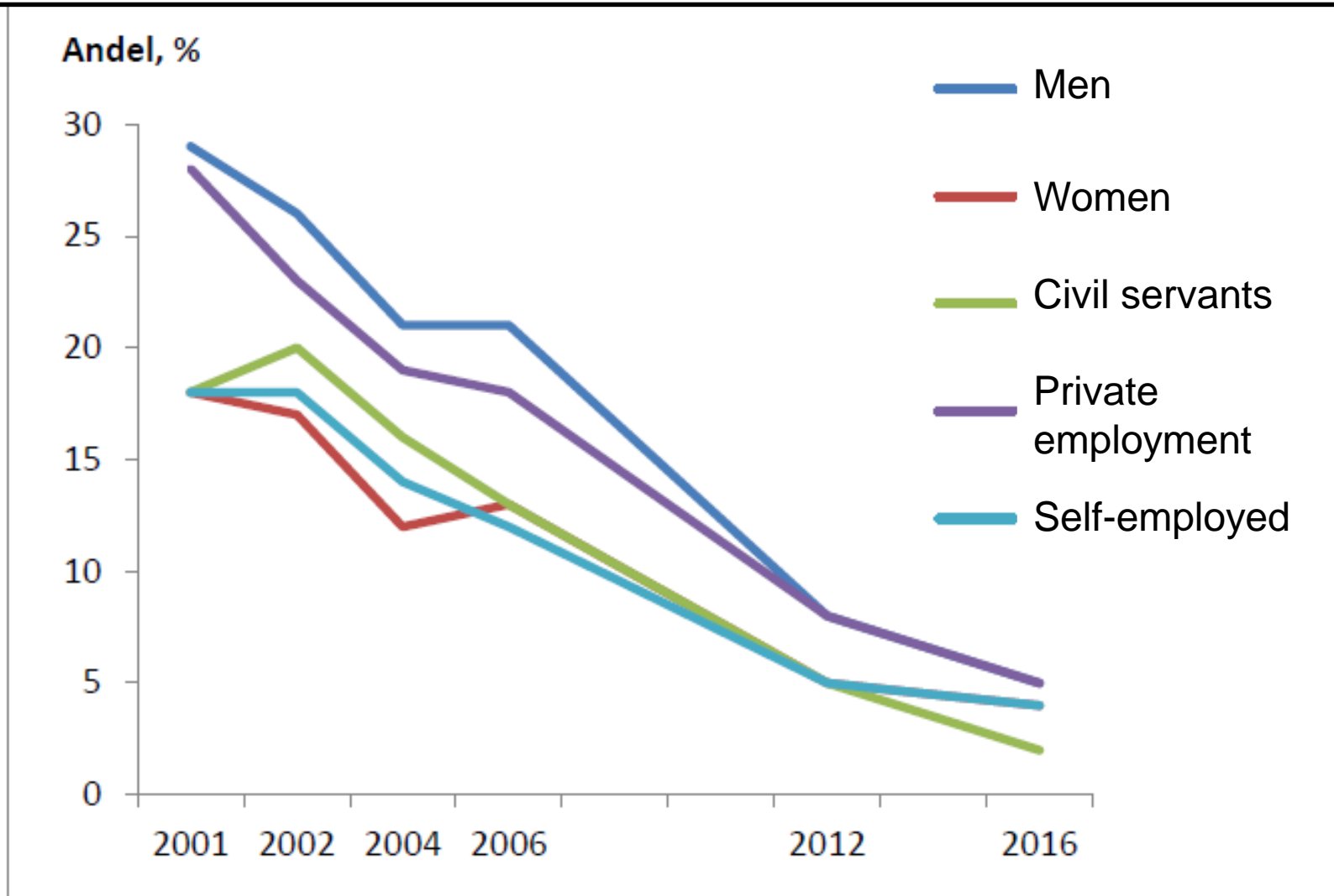
Trust in different organisations



Changes between 2000 and 2017 Business taxpayers



If I had the opportunity I would hide income from taxation. Per cent that agrees.



The challenge

- We are perceived as a successful organisation.
- It is true that we have gone through a major transformation, but in order to adapt to the future we need to transform again. This time faster and probably even to a larger extent.
- How do you transform from a position of success?



Adapting to a changing world

- The world is becoming digital
- The world is becoming global
- We need to change accordingly...
 - Not just digitalise current processes
 - It is about working in new ways



The major shift

- From supplying information and paying taxes in separate processes (forms and e-services)....
-to supplying information and paying taxes seamlessly through integration with systems in taxpayers' own environment
- We provide services and open data which makes it possible for other actors to integrate our services into their systems and platforms



Simplifying for small and midsize businesses

- **Being implemented:** Monthly reporting by employers from their own business systems
- **Study initiated:** Simplifying VAT-declaration and payments
- **Likely next step:** Simplifying income tax and excise duties
- **At the same time:** Giving business taxpayers better access to our information



Swedish Tax Agency