How Does Machine Learning Help a Government Uncover Patterns and Gain Insights for Better Decision-Making?

Playing a critical role in delivering efficient and equitable revenue management services to Queenslanders

The Office of State Revenue (OSR) in Queensland, Australia, administers a range of state taxes and mining and petroleum royalties totaling approximately US$15 billion. This revenue helps fund essential community services and infrastructure. To support the Queensland community, the OSR needed a way to predict which taxpayers were likely to incur debt. So, it sought next-generation tax and revenue management capabilities that could provide data-driven, client-centric services digitally – all to improve services and outcomes for taxpayers, OSR staff, the government, and Queensland as a whole.
The Queensland OSR evaluated 187 million records with machine learning to predict which taxpayers may become debtors.

SAP® Leonardo Machine Learning capabilities helped the Queensland OSR:
• Make better decisions through data-driven insights
• Redefine business processes with taxpayers at the center
• Generate a 360-degree view of taxpayer needs and behaviors
• Predict taxpayers at risk of default with 71% accuracy
• Enable proactive, personalized payment plans and support for taxpayers to better meet their financial obligations
• Implement targeted campaigns to reduce levels of debt by at least 5%

“In the midst of a digital world, people want a human connection and services that are proactive and personalized. The true value of SAP Leonardo Machine Learning is the insights it provides to enrich our taxpayers’ experiences, create a client-centric environment, and realize better revenue outcomes for Queensland.”

Elizabeth Goli, Commissioner, Queensland Office of State Revenue