

# VANGENT

Identification of Legal Company Representatives  
for the Tax Ministry - ID Management

***Implementing a national Identification Management  
system in Mexico as part of a plan  
to reduce tax evasion  
and increase tax collection***



## Case Study

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### The Challenge

Integradora de Servicios Operativos (ISOSA), the Operating Services Agency for SAT, is responsible for enrolling 2.5 million legal company representatives for tax identity purposes. ISOSA was unable to accurately identify suspect company representatives who would frequently change their identity (name, address, etc.) to collect on their increasing high volume of tax evasion. It was essential for ISOSA to help reduce tax evasion and increase tax collection from businesses in order to build a stronger and more global economy.

### The Solution

Vangent was selected to execute an effective identity management system for ISOSA. Vangent manages and operates enrollment stations in over 100 fixed sites and over 30 mobile sites from vans owned by the agency. At each site, Vangent established a RUT (Transport and Usage Rack) assembly, equipped with a PC, a signature pad, a biometric scanner, and a digital camera. The enrollment process involves capture of documents, photos, signatures, and fingerprints at a remote terminal; a matching process to detect duplicates at the central server; the ability to save, transmit, and store information on the central server; the production of reports; and system administration.

The solution was designed to handle 136 concurrent users over a WAN national intranet and to accommodate a 22-minute enrollment process. A 2-minute response time for the fingerprint matching process is required, and all issues must be resolved within 4 hours.

Within the first month of performance under the contract, Vangent installed equipment in the first four stations. By March 2004, four months after the contract began, equipment was installed in the initial 98 stations. An additional 38 stations were equipped in less than 3 weeks.

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## The Results

Through Vangent's sophisticated ID Management system, ISOSA was able to regain control and significantly reduce the fraud and abuse of unpaid taxes. ISOSA has been able to accurately identify company representatives through Vangent's signature pad, biometric scanner and digital photo enrollment process. As a result, unpaid taxes have been collected and legal action has been taken to those who are unable to pay their debt. The success of the ID Management system and the consequences of imprisonment for offenders have also decreased the attempt of tax evasion throughout the country.

In addition to significantly reducing tax evasion and increasing tax collection, the ID Management system was also able to improve the Mexican government's tax database by collecting current, accurate and complete information on company representatives, including photo, signature and fingerprint ID.

The Mexican government has an even wider global initiative that extends beyond improving its tax paying and collection process. By leveraging the data gathered through the ID Management system, information is gathered to determine the country's economic habits. By learning when, where, how and what money is being spent on, an accurate projection of the government's resources can be planned for to meet the needs of their citizens for a stronger and more global economy.

## Contact Information

Vangent, Inc.  
4250 N. Fairfax Drive, Suite 1200  
Arlington, VA 22203

Email: [media@vangent.com](mailto:media@vangent.com)  
[www.vangent.com](http://www.vangent.com)