

**Epidata** presents hereby, due to the project carried out together with the Governmental Administration of Public Revenues (AGIP in Spanish)<sup>1</sup>, its nomination to the **2021 WITSA Global ICT Excellence Awards**. Category: **Public Sector**; Award: **Smart City**.

AGIP is an **autonomous administrative and financial organism** that controls the entire collection process of the City of Buenos Aires, from issuance to judicial enforcement, and whose resources are generated by its own efficiency. In the period from January 2018 to July 2021, its overall collection was, in current million Argentine pesos: **\$992.676,4** (source: AGIP, [Recaudación General](#), 2021).



This project sought to generate a positive impact on Argentine society through the use of ICTs. Epidata contributed according to two major premises: **digital transformation** and **technological innovation**, which were achieved through cutting-edge **solutions** based on microservices, IA, BigData, continuous deployment and automation. On the other hand, AGIP shared its exclusive **knowledge of the citizens of Buenos Aires**: crucial information for the correct design of our solutions. The project's main goal, which was to optimize operations and services from the **City of Buenos Aires**, was successfully met; yet, we are proud of the work done together with AGIP and the other agents involved in the process, and we believe this to be a true **example of teamwork** between public institutions and private companies.

We would like to share systems' Sustainable Development Goals (from now on, SDG) in numbers:

- **+ 1,2 million**: Number of internal and external users, distributed among organization users, taxpayers and neighbors. Including AGIP, Remote Procedures (TAD), Government Control Agency (AGC), the Governmental Ministry of Finance, notary publics, automobile registries, Attorney General's Office, and the Council of the Judiciary.
- **291**: Number of SDG human resources.
- **160**: Number of systems and (web) services developed both for internal attention —satellite and CORE systems— and for taxpayers —tax affidavit, payment portal, app mobile, and electronic tax address (DFE)—, as well as agreements with other agencies, such as *Clave Ciudad*, information on taxpayer's registry and on Federal Administration of Public Resources information (AFIP).
- **+ 40 Million**: Average number of transactions per month.

Furthermore, Epidata —as well as the other agents involved in the project— took huge steps towards technology innovation, building a cutting-edge **data center**. Fully modular, easy to move, environmentally friendly and remotely managed, this data center has, among its best features:

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<sup>1</sup> All names of Argentine public institutions were carefully translated into English according to the work done by official translators. The original acronyms of these institutions, as they are from a Spanish-speaking country, are presented in brackets.

- Greater processing capacity and **seven days a week** availability of services.
- **Securitization of information** and access to the DC.
- **Server replacement** to support information growth and availability.
- **Failover to a redundant computer server** for real operational contingency activation.

Finally, as supporting information<sup>2</sup>, we thought of quoting *Clarín*, a well-known Argentine newspaper:

*“The Government Administration of Public Revenues [AGIP] launched AGIP Mobile, an application through which taxpayers can use their mobile devices to consult and pay their bills more easily, anytime and anywhere” (AGIP Mobile, Clarín).*

We could also quote AGIP’s official Twitter account:

*“The procedures that were usually carried out at Agip Headquarters can now be carried out online through InfoAgip, by selecting the option “Sede Comunales - Atención Virtual”, from this link: <https://autogestion.agip.gob.ar/cuit/infoagip>” (AGIP [@AGIP\_BA]. *Los trámites que se realizaban habitualmente en Sede Central y Delegaciones Agip, se pueden realizar de manera online.* Twitter).*

AGIP’s slogan, **“Complying benefits us all”**<sup>3</sup>, states the belief that only through joint efforts can the quality of life of the City of Buenos Aires’ citizens be improved. Epidata subscribed to this mission, adding the value that only our own trajectory and spirit could bring to the table. And thanks to the **solution deployed**, we were able to maintain a steady collection process, overcome the COVID-19 crisis, and redirect the money to urgent issues, such as the **health sector**.

Together, we were able to achieve something that could be defined as *ubiquitous collection*: as a result of the multiple access points that were created, **many barriers** —such as the issue of face-to-face procedures— **were broken down**. “Breaking down barriers” is not an easy thing to do, and we are proud of having worked towards a **fluent communication channel** with taxpayers, which allows AGIP to inform them about administrative acts through computerized communications in compliance with the **Tax Code**.

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<sup>2</sup> This information has been translated into English by Epidata.

<sup>3</sup> Originally in Spanish: “Cumplir nos beneficia a todos”.