



“Creating a progressive tax organization with the help of Ortec Finance”

October 2018

✘ Gemeente
✘ Amsterdam
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With more than 850,000 inhabitants the city of Amsterdam is by far the largest municipality in the Netherlands. The Directorate of Taxes uses OrtaX.

Rodney Frederiks (Department manager of the WHT: Valuation, Taxation and Supervision) and Richard den Blanken (process coordinator at the Department of WHT) talk about Ortec Finance's importance for the city of Amsterdam.

VIB process

Richard starts talking: "Ortec Finance was involved in the program Renewal Information Provision Taxes, the VIB track. The purpose of this project was to replace the old taxation system of the city of Amsterdam with a standard package. The reason for this was a really obsolete application and IT environment that could not be guaranteed to remain stable and future-proof and that would no longer support new laws and regulations. In addition, a more robust and reliable support for the business processes was needed. As part of this, OrtaX was also outdated and had to be upgraded to a new version."

Good relationship

In the new situation within the city of Amsterdam, OrtaX forms part of a triangle with Neuron-WOZ and Key2Belastingen. This means Ortec Finance needs to cooperate with other suppliers. Richard continues: "Upgrading OrtaX was a major project, especially because of the complexity of the WOZ triangle. Thanks to Ortec Finance the process went well. We now work with three suppliers. In such a case, it is a real pleasure to have a supplier that you have a good relationship with and that you can rely on. During the VIB process, Ortec Finance has met our expectations and needs. We have laid a good foundation with the VIB process; now it is important to continue the development." Rodney adds:

"Ortec Finance has played a positive role in the VIB process. We always manage to find each other if we need each other, without any hassle! This is very unique, especially considering how other suppliers sometimes handle this."

Cooperation

So Rodney and Richard are very positive about the cooperation. Richard further explains: “Ortec Finance always honours its commitments. In addition, lines are short and there is room for personal contact. The implementation of OrtaX has gone smoothly. Problems were quickly resolved and the consultants are easy to reach. In addition, the OrtaX consultants have visited our office a number of times to demonstrate how we can work with OrtaX. We consider Ortec Finance to be not just a supplier, but also a knowledge partner.” Rodney adds: “Ortec Finance is customer-oriented and really takes time for us, we don’t feel we’re just a number. We give them a score of 8 out of 10.”

Using OrtaX

The city of Amsterdam has been using OrtaX for more than 15 years. Richard: “We use OrtaX as a valuation module. The program is really limited to a valuation module. There are no other modules linked with it, making the application good and easy to use.” In addition to the OrtaX benefits, the consultants’ knowledge is also very good. Richard: “Where necessary, the OrtaX consultant advises us about the possibilities in the field of valuation. This allows us to do our work as well as possible.”

Plans for the future

During the interview, Rodney indicates that he’s positive about the future with OrtaX and Ortec Finance.

“We have designed our processes at the municipality of Amsterdam with the WOZ triangle very progressively. However, we want to continue to develop them and we see many opportunities for the future. In doing so, we would like to use Ortec Finance’s knowledge and advice.”

For OrtaX, there are also plans for the future. Richard points out: “We are not yet making optimal use of all the possibilities in OrtaX. In that sense we also want to take things further using the knowledge of the OrtaX consultants.”



Process Coordinator Richard den Blanken and Department manager Rodney Frederiks

“Together with Ortec Finance the city of Amsterdam is working on a better and innovative tax organization; we want to set an example for the rest of the country and do this in cooperation with others.”

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