

Government Collections and Accounts Receivable Management

DELIVERING BUILT-FOR-GOVERNMENT IT SOLUTIONS THAT CAN PAY FOR THEMSELVES

The Virginia Tax Partnership Project

Partnering with CGI to modernize its technology and processes, Virginia's Department of Taxation (VATAX) generated over \$232 million in additional revenue through a comprehensive reengineering program. As part of this partnership, CGI also assisted with a tax amnesty campaign which netted the Commonwealth \$98.3 million – more than double the campaign's initial goal.

Without ever having to draw from the Commonwealth's general operating budget, VATAX's entire technology platform was replaced with the latest in network infrastructure and Web-based technologies, linking individual taxpayers, businesses and employees to VATAX's services.

INCREASE REVENUES WITHOUT INCREASING TAXES

In difficult financial times, solutions that increase government revenues without increasing taxes deserve close attention. Many government agencies have debt collection responsibilities: tax departments collect taxes, motor vehicle agencies collect registration fees, courts collect fines and labor departments are responsible for unemployment insurance. In addition, departments of transportation, social services agencies and state universities also typically collect government debts.

CGI's built-for-government, integrated financial management and collections solution, combined with a **benefits-funded approach**, significantly **increases delinquent collections** and minimizes or even **eliminates upfront investment** before revenue increases are achieved.

An ERP solution that provides significant collections capabilities

AMS Advantage® Collections provides significant automation to pursue cases without staff intervention and simultaneously prioritizes work so collectors can focus on the highest priority cases that truly require human intervention. Capabilities include:

- Consolidation of multiple debt types into a single case
- Cross-referencing when single individuals are linked with multiple cases
- Ability to send letters at appropriate intervals
- Real-time “what if” answers about payment agreements, allowing collectors to negotiate with the taxpayer
- Taxpayer-initiated self-service payment agreements over the Internet or by touch-tone telephone
- Ticklers for timely follow-ups
- Ability to sort cases in management-defined order of importance
- Automated correspondence, liens garnishments and judgments
- Significant management control of workflow and actions including ability to segregate accounts by location, dollars owed and risk of noncompliance

Beyond basic financial management

AMS Advantage Financial Management offers integrated functionality, online features and workflow that allow governments to significantly increase efficiency, accountability and access to information through configuration, not customization. Quicker navigation, faster data entry, easier error handling and improved management reporting are just some of the new features in AMS Advantage 3.8 aimed at increasing efficiency while simplifying ease of use.

Minimizing upfront investment costs

Frequently, jurisdictions cannot direct scarce dollars to pay for the upfront costs of technology improvements, even where there is a 10:1 or even a 100:1 payback. CGI has helped numerous government agencies meet this challenge. Our approach is designed to minimize or even eliminate upfront investment prior to achieving the revenue increase. Using this benefits-funded approach, CGI is only paid out of a portion of the increase in collections, allowing our clients to spread the upfront costs over a period of years.

A proven “benefits-funded” approach

While many agencies prefer the traditional approach of acquiring, installing and maintaining new IT capabilities themselves, some organizations are finding this approach to be problematic in today’s economic environment due to a lack of available government funding and internal resources.

CGI can defray some or all of the costs of an ERP system or upgrade through benefits-funded approaches based on increased collections from accounts receivable.

Additionally, CGI’s comprehensive and flexible range of support and services can be configured for each organization’s needs. AMS Advantage Collections can be hosted on client infrastructure (with CGI providing onsite and remote monitoring), or on CGI infrastructure. We offer implementation assistance and ongoing maintenance and can also provide collectors, as well as training and support staff.

COMPANY PROFILE

For more than 30 years, CGI has operated upon the principles of sharing in clients' challenges and delivering quality services to address them. CGI has approximately 26,000 professionals operating in more than 100 offices worldwide.

We deliver built-for-government IT solutions that maximize revenue while minimizing costs. As a full-service systems integrator and managed services provider, CGI has the industry know-how, tools and technologies to address business challenges across the public sector spectrum. CGI provides state and local governments with creative IT solutions that meet short-term needs for efficiencies and cost containment, while maintaining their long-term vision toward transparency, accountability and IT effectiveness.

CGI’s leading enterprise resource planning solution, AMS Advantage®, helps state and local governments improve their back office operations and better serve their citizens with a full suite of built-for-government tools including financial management, collections, payroll, budgeting, human resources management, procurement and grants management.

For more information on AMS Advantage and our government collections solutions, email us at stateandlocal@cgi.com.

CGI has helped Government collect more than \$1.62 Billion in additional revenues

