

Tax and revenue solutions for local government



Experience the commitment®

Government agencies responsible for collecting funds are facing greater pressures than ever. The combination of budget constraints, rising demand for services, and changing priorities is escalating the need to maximize revenue and efficiency and improve citizen services. Achieving all of these goals requires a strategic, comprehensive approach.

PARTNERING FOR SUCCESS

CGI helps government at all levels increase revenue and service levels while reducing the cost of revenue administration by transforming revenue and debt management practices. Our consultants draw from years of experience (some as former revenue administrators) partnering with agencies around the world. As a result, we bring best practices and proven solutions for transforming all types of tax and revenue administration, including local taxes, property taxes and debt collection functions.

A STRATEGIC APPROACH

In collaboration with our clients, CGI takes a strategic approach to revenue management. Our objective is to help you improve tax administration and collections and achieve your goals for both today and tomorrow. Our proven technology investment strategies can help you reduce or eliminate the risk of obsolescence, reduce your long-term technology cost, and quickly leverage emerging technologies to generate millions of dollars in increased revenues.

INNOVATIVE DEBT COLLECTION

CGI has a long history of innovative solutions for revenue administration. Our latest innovation is a collections approach called CGI Collections360® for Government. It combines business processes, state-of-the-art technology (powered by CACS®-G) and managed services to support all aspects of debt management operations. This full-service collection capability complements existing operations to allow government to collect more delinquent debt, collect it faster, and do so at the lowest cost. In addition, the solution can be acquired without upfront capital investment.



TRUST IN THE RESULTS

- **Increase revenue** without raising taxes or fees, with additional revenues realized in as little as 3 to 4 months from project startup
- **Improve revenue administration processes**, allowing citizens to more easily comply with relevant laws and regulations
- **Enhance customer service** with Internet-based and interactive voice response (IVR) self service capabilities, making it easier and more transparent to citizens to interact with their local government
- **Improve return on investment** by reducing the cost to identify and collect the liabilities owed
- **Transform to higher performance** and enhance citizen support using best practices from experienced subject matter experts.

PROVEN TRACK RECORD

CGI has a proven track record of helping public sector clients achieve significant operational improvements through technology and transformation projects. We have worked with more than 2,000 government organizations worldwide, including:

- 300 local governments
- 46 states
- 100+ federal civilian and defense agencies

OPPORTUNITIES TO IMPROVE EFFICIENCY, FLEXIBILITY AND AGILITY

Challenge:

Your legacy tax, billing and/or collection applications are running on an aging system or using standalone spreadsheets. The applications are increasingly expensive and difficult to maintain, are supported by a few staff who are near retirement and impossible to replace, or do not allow you to achieve the business results needed. Users cannot easily create new reports and applications are difficult to update. Making changes to comply with new requirements often requires manual processes by an already strained workforce.

Solution:

CGI can help you implement a highly configurable and tailored tax, billing and/or collection solution based on your specific needs and budget. Your organization will be able to:

- Reduce manual processes, enhance operational efficiency and realize staff time savings through greater access to modern system tools
- Improve flexibility, agility and security from web services offered as part of an integrated tax management solution
- Increase agility to comply with legislative changes quickly through easy-to-use, user-maintained configurability.

ABOUT CGI

At CGI, we're in the business of satisfying clients. For 36 years, we've operated upon the principles of sharing in our clients' challenges and delivering quality services to solve them. A leading IT and business process services provider, CGI has approximately 68,000 professionals operating in 400 worldwide offices, giving us close proximity to our clients.

Through these offices, CGI offers local partnerships and a balanced blend of global delivery options—including onshore, nearshore and offshore expertise—to ensure clients receive the combination of value and expertise they require.

CGI defines success by exceeding expectations and helping clients achieve results.

CONTACT

For more information on our tax, revenue and collection services and solutions, visit us at www.cgi.com/tax or email us at tax.solutions@cgi.com