

Tax and revenue management



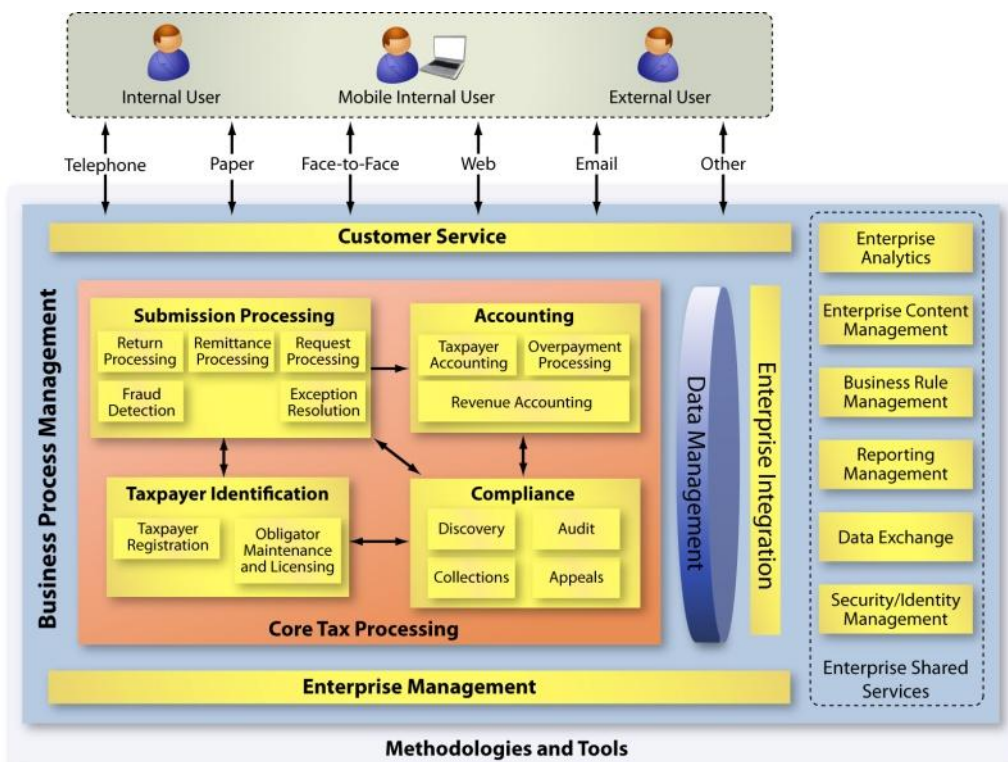
Experience the commitment®

Tax and revenue agencies are under constant pressure to maximize revenue and efficiency and improve constituent services. Agencies are realizing achieving these goals requires taking a strategic view of the enterprise. Success only comes with the alignment of all elements of an organization—people, processes and technology—with an overall strategy.

CGI's innovative tax agency vision and successful deployments of industry-leading solutions demonstrates our experience to help you achieve your goals. We work with federal, state, provincial and local government agencies to support all areas of tax and revenue management and administration.

PROVIDING A BLUEPRINT FOR THE FUTURE

The CGI Revenue Agency Blueprint incorporates innovative concepts into a flexible, broad-level view of how taxpayers, employees and other stakeholders will interact with modern revenue agencies. We turn this blueprint into reality through re-engineered capabilities to make business processes more efficient and effective. Our focus is on providing enabling technologies that emphasize both open standards and wide-scale industry adoption, tailored to unique client needs.



CLIENT RESULTS

CGI has delivered billions of dollars in revenue for our government clients – more than all of other firms combined. Through our proven benefits-funded approach alone, our clients have certified an **increase of more than \$2.5 billion** and counting

- **California** has realized more than \$1 billion in additional revenues from programs to improve collections and audit processes
- **North Carolina** has achieved over \$255 million in additional revenues and dramatic improvements resulting in the ability to more than double certain production levels
- **Virginia** improved its complex tax program, resulting in \$231 million in recovered revenues, 50% of all new businesses registrations online, \$4.5 billion in online payments, and 96% of refunds issued in 12 days or less (99% of electronic returns)

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INNOVATING THE WAY GOVERNMENT DEBTS ARE COLLECTED

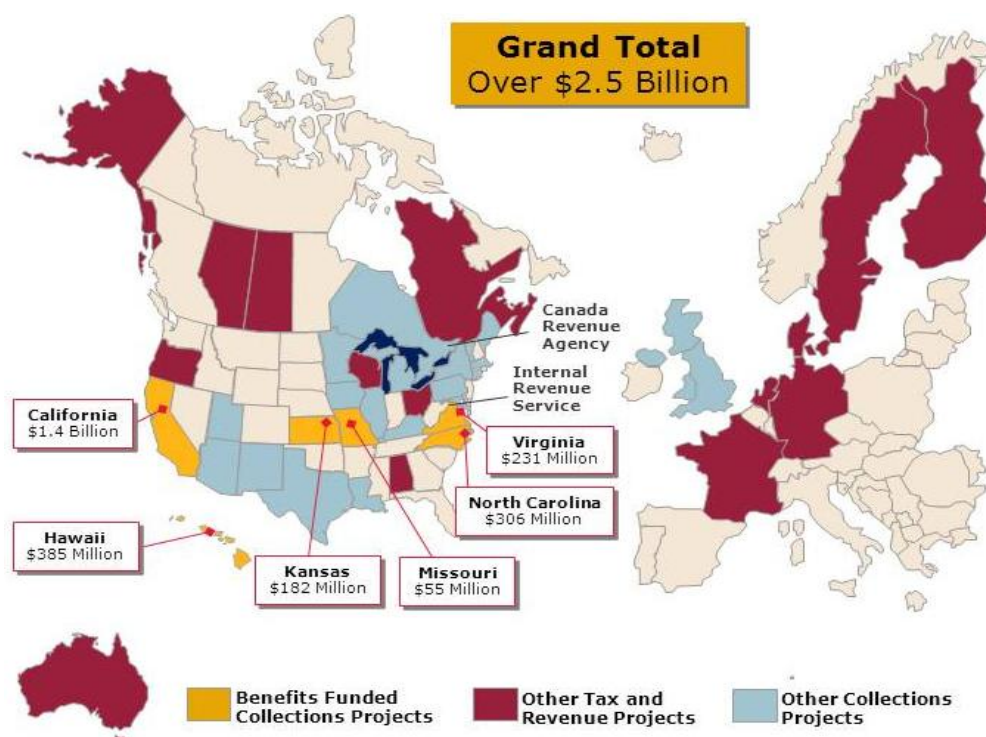
CGI has a long history of providing innovative solutions for tax agencies. Our latest innovation is an approach to the delivery of collection capabilities, called Collections360® for Government, which combines proven business processes with CGI's state-of-the-art technology (powered by CACS®-G) and managed services to support all aspects of debt management operations. By providing full-service collections capability that complements existing collection operations, government is able to collect more delinquent debt, collect it faster, and do so at the lowest cost. In addition, CGI's collections solutions can be acquired with no upfront capital investment.

SOLVING THE KEY BUSINESS PROBLEMS OF REVENUE AGENCIES

Business Problem	Offering Solutions that Provides
Data Availability	<ul style="list-style-type: none"> Enterprise Data available 24/7 Improved data quality with Enterprise availability
Filing Processes	<ul style="list-style-type: none"> Processes, validates and utilizes 100% of available tax data before issuing a refund Significantly reduces manual intervention
System Redundancy	<ul style="list-style-type: none"> Leverages SOA, reduces system redundancies and provides a comprehensive view of the taxpayer
Filing Self-Services	<ul style="list-style-type: none"> Provides secure access to enterprise data Expands self-service options, reducing contact center costs
Data Analysis	<ul style="list-style-type: none"> Provides state-of-the-art enterprise modeling, improves collection activities, audit selection and reduces fraud
Inflexible Systems	<ul style="list-style-type: none"> Eliminates dependencies on proprietary and outdated technologies Designed for change as technology evolves

OUR CLIENT EXPERIENCE

CGI has a proven track record of helping clients achieve significant business improvements through technology and transformation projects. Our benefits-funded projects (where CGI is paid a fixed price only out of increased revenues) alone, **have achieved over \$2.5 billion in certified increased revenues.**



ROADMAP TO SUCCESSFUL TRANSFORMATION

Many clients find a roadmap documenting the steps to achieve their vision is an excellent way to begin their transformation. This strategic plan typically includes:

- A **conceptual design** outlining the business, technical and organizational architectures that will enable the taxpayer interactions and the internal processes needed to achieve transformation
- A **business process reengineering** (BPR) and organizational change plan that identifies and defines areas of focus—as well as provides a methodology for change
- A **business case** that supports our client's vision, including an analysis of funding alternatives
- An **implementation plan** that details the major tasks from procurement through implementation of strategic initiatives.

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