



_experience the commitment



CACS and Strata for Government

Corporate profile

At CGI, we're in the business of satisfying clients. For 30 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 combines industry expertise with a full portfolio of services—consulting, systems integration, the full management of IT and business functions, and 100+ proprietary solutions—to improve clients' operations, helping them become more efficient and productive.

At CGI, we believe in implementing technology that transforms our clients' business environments. That's why we offer these services to a focused set of industries where we have developed deep experience and expertise. We understand our clients' business realities and have the know-how and solutions needed to advance their business goals.

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

Revolutionizing revenue collection

Tax and revenue agencies are struggling with a fundamental shift in how they operate. Administrators are striving to improve customer service, but don't always have the resources needed to accomplish the goal.

CGI understands the challenges faced by tax administrators. Through our collections management solutions, we enable governments to keep expenses down while still improving the collection of delinquent taxes and other revenues. In fact, our tax collection services and software has helped 20 states reduce the default rate—the percentage of taxpayers who file returns but cannot pay all they owe. The result: We've helped states increase revenue by hundreds of millions of dollars without raising taxes.

By applying our leading solutions, CACS-G and Strata, with in-depth industry knowledge, CGI can help you improve collections while increasing customer service.

CACS-G

Implemented in 20 states, CGI's Computer-assisted Collection System for Government (CACS-G) is a collections case management tool that enables tax organizations to significantly increase revenue collections while reducing the associated costs. With its flexible case management capabilities and automated legal action capacity, CACS-G improves agencies' ability to effectively administer accounts receivable. It was specifically designed for government customers to support multiple tax types, and it can combine multiple tax types in one case. Functionalities include:

Tools for proactive automated collections

Government collections departments face an ever-growing number of delinquent cases, with fewer and fewer staff. Through automated correspondence, liens and levies, and follow-ups and ticklers, CACS-G allows collectors to focus on the delinquent cases that truly need human intervention, while the majority of cases are pursued automatically. In addition, recent implementations have included taxpayer-initiated self-service payment agreements over the Internet or by touch-tone telephone.

Flexible, table-driven business rules

CACS-G implements case management workflow through table settings, so a department can define and implement its optimal workflow. It also enables sophisticated workflow strategies, including segregation of accounts by location, dollars/returns owed, and risk of noncompliance, enabling staff to send letters at appropriate intervals, make timely follow-ups, and sort cases by order of importance.

Flexible, ad-hoc reporting

CACS-G provides an on-demand reporting facility that can be used by managers to track and measure individual, group, and organizational performance, as well as trends, error reporting, exception account management, and operational tracking.

Revolutionizing revenue collection

Computer-based training (CBT) to reduce staff training cost

CGI has implemented sophisticated CBT based on a proven training methodology, which enables collectors to quickly become proficient. In addition, CBT ensures consistent training, reduces costs for future training for new staff, and helps reduce costs when staff is dispersed over a wide area.

Commercial off-the-shelf (COTS) package to enable rapid implementation

Because CACS-G has such a wide range of features developed specifically for government agencies, many of the customizations that might otherwise be needed can be accomplished through simple table-setting changes.

Flexible architecture

CACS-G is built on a flexible, open architecture. This flexibility allows governments to generally implement the system within their existing architecture. CACS-G comes in both client/server and web-architected versions, allowing the user to run the application with only a browser.

Strata

Strata is a sophisticated, enterprise rules engine that evaluates each delinquent tax account and assigns it a risk score, prioritizing cases for different treatments. Given that low-risk accounts are likely to self-cure, Strata helps tax agencies automatically determine the best debt collection strategy for each case, enabling agencies to best target limited resources toward the highest-risk cases.

CGI's customers have seen the implementation of Strata with legacy collections systems increase delinquent collections by over 10 percent without adding staff. Implemented in conjunction with CACS-G, Strata is the basis of a comprehensive collections solution. Benefits of Strata include:

Risk-based approach for collections strategies

With Strata, an agency can implement a risk-based approach to collections that uses predictive models to forecast the probability of payment for taxpayers as they enter collections, and then assign those taxpayers to treatment scenarios that are appropriate to the level of risk.

Effective staff utilization

No government agency has sufficient resources to call all delinquent taxpayers, nor should it. Strata allows departments to focus their limited collections resources on the cases that truly need collector intervention. For example, lower-risk taxpayers may be sent additional notices before they are assigned to a collector while higher-risk taxpayers may receive immediate phone calls or field visits. Once the case is assigned, the agency can use risk scores to prioritize which cases receive immediate attention.

Improved customer service

Strata gives lower-risk taxpayers opportunities to self-comply, thus reducing unnecessary intrusions or harsh treatments.

Sophisticated reporting capabilities

Strata's proven methodology for evaluating and reporting on the effectiveness of risk models and decision logic allows for experimentation and rapid improvement in selecting the most effective treatments for taxpayers with similar characteristics.

A powerful, comprehensive collections solution

CACS® and Strata® risk management solutions are in use at more than 300 institutions. While each application can be implemented independently to improve operations at a tax agency, together they form a powerful, comprehensive collections solution. Our government version, CACS-G, now available in a web-architected version, executes the strategy determined by Strata.

Benefits of the CACS-G and Strata solution include:

- Increased revenue collections
- Reduced costs
- Improved administration of accounts receivable
- Effective staff utilization
- Improved customer service

Business solutions through information technology™



ISO 9001 Certified

For more information: www.cgi.com