



Tax and Revenue Management Solutions for Local Government

CGI: HELPING GOVERNMENT TRANSFORM THE BUSINESS OF TAX AND REVENUE MANAGEMENT

TRUST IN THE RESULTS

- **Increased revenue** without raising taxes, with revenues realized in as little as four months from project startup.
- **Improved tax administration processes**, allowing constituents to more easily comply with relevant laws and regulations.
- **Enhanced taxpayer service** with online self service and interactive voice response (IVR) capabilities, making it easier and more transparent to file and manage their tax accounts.
- **Improved tax collection** by reducing the cost to identify and collect the taxes owed.
- **Transformation to higher performance** utilizing best practices. Our subject matter experts are able to help clients enhance their ability to support the public.

Local tax and revenue agencies are facing more pressure than ever before. Today's budget constraints, growing demands for services and changing priorities are escalating the need for agencies to maximize revenue and efficiency and improve citizen services. Achieving all these goals is no small task. It requires a strategic, comprehensive approach.

PARTNERING FOR SUCCESS WITH CGI

Working side-by-side with federal, state, and local agencies, CGI is helping agencies everyday to increase revenue, improve the tax administration process, improve tax collections and enhance taxpayer services for millions of citizens. Our consultants, many drawing upon experience as executive level tax administrators and with agencies around the world are able to bring best practices, and proven solutions that transform tax administration.

CLIENT COMMITMENT

In collaboration with its clients, CGI takes a strategic, product agnostic approach to revenue management applying a broad level view of how taxpayers, employees and other stakeholders interact with the agency. With our deep knowledge, CGI then delivers flexible, tailored solutions that meet each client's specific needs. As government and agency challenges evolve, CGI adapts to ensure client success.

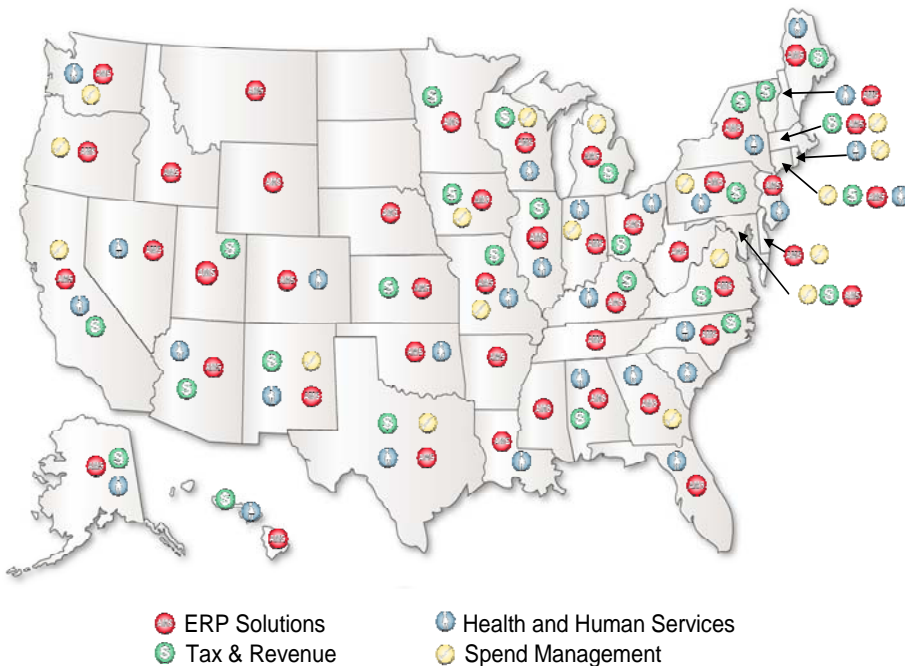
FULL SERVICE OFFERINGS

To help our clients achieve their goals, CGI offers these end-to-end services that support all aspects of tax administration.

- **Operational Assessments** – A free review of client operations to help identify revenue enhancement opportunities
- **Strategic and Solution Planning** – A short-term project to develop a roadmap to a transformed revenue agency
- **Business Case Development** – A document to help quantify and justify the costs based on the anticipated project benefits including increased revenue
- **Systems Integration** – Services to implement the best solution for our clients using a variety of products
- **Business Process Renewal and Change Management** – Management of the change process for the people and process portion of tax administration
- **Managed Services** – The capability to help tax agencies manage software and infrastructure to mitigate staffing risks

OUR CLIENT FOOTPRINT

We have a proven track record of helping more than 190 state and local governments achieve significant business improvements as well as dramatic reductions in the tax gap through technology and transformation projects.



Benefit to Government: Increased Revenues

Situation: Your department operates on inflexible legacy tax, billing and collection applications running on an aging mainframe or using standalone spreadsheets. The applications are increasingly expensive and difficult to maintain. Many of the staff that operate and maintain these applications often are retiring and difficult to replace. Users cannot easily create new reports and applications are difficult to update. Making changes to comply with statutory requirements are difficult and often demand manual processes be performed by an already strained workforce.

Benefits: CGI can manage the implementation of a highly configurable, tailored tax, billing and collections solution based on the client's specific needs and budget.. Among the benefits:

- Reduced manual processes, enhanced operational efficiency, and staff time savings through greater access to modern system tools.
- Improved flexibility, agility, and security from Web services offered as part of an integrated tax management solution.
- Increased agility to comply with legislative changes quickly through easy to use, user-maintained configurability.

Company 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 has approximately 27,000 professionals operating in 100+ 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

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