



Tax and Revenue Management

COLLABORATING TO TRANSFORM THE BUSINESS OF TAX AND REVENUE ADMINISTRATION

CLIENT RESULTS

- Increased **billions of dollars in revenue** for our government clients – more than all competitors combined. Through our proven benefits-funded approach alone, our clients have certified an increase of \$1.5 billion, and counting
- **Virginia** improved its complex tax program, resulting in:
 - Over \$231 million in recovered revenues
 - More than 50% of all new businesses register on-line
 - \$4.5 billion in on-line payments
 - 96% of refunds issued in 12 days or less (99% of electronic returns)
- **Hawaii** increased revenues by \$252 million in four years
- **Missouri** increased revenues by \$55 million in the first two years, recovering 5 times the project cost

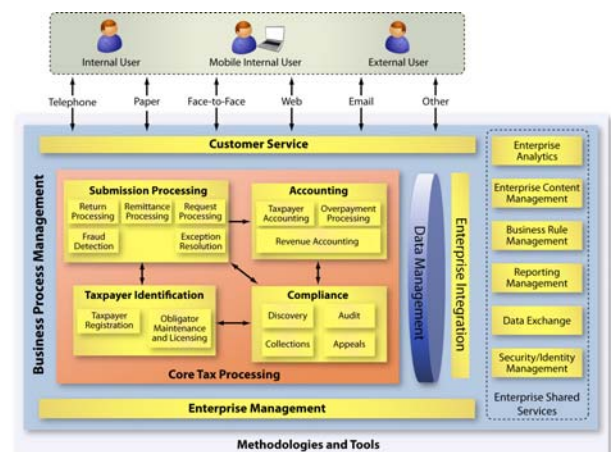
Tax and revenue agencies are under constant pressure to find ways to maximize revenue and efficiency and improve constituent services. Agencies are realizing that to achieve these goals, they must take a strategic view of their enterprise. Success only comes with the alignment of all elements of an organization—people, processes and technology—with an overall strategy.

From our innovative tax agency vision to our extensive experience in developing and deploying successful industry-leading technology solutions, CGI has the experience to help you achieve your goals. Our work with federal, state, provincial and local government agencies supports all areas of revenue management, including property tax and unemployment insurance.

PROVIDING A BLUEPRINT OF THE FUTURE

The CGI revenue agency blueprint incorporates our innovative concepts into a flexible, broad level view of how taxpayers, employees and other stakeholders will experience the new revenue agency. We are also **product agnostic** and will provide the best solution for each client.

To help our clients achieve their goals, we offer 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
- **Business Process Outsourcing** – The capability to help tax agencies manage software and infrastructure to mitigate staffing risks

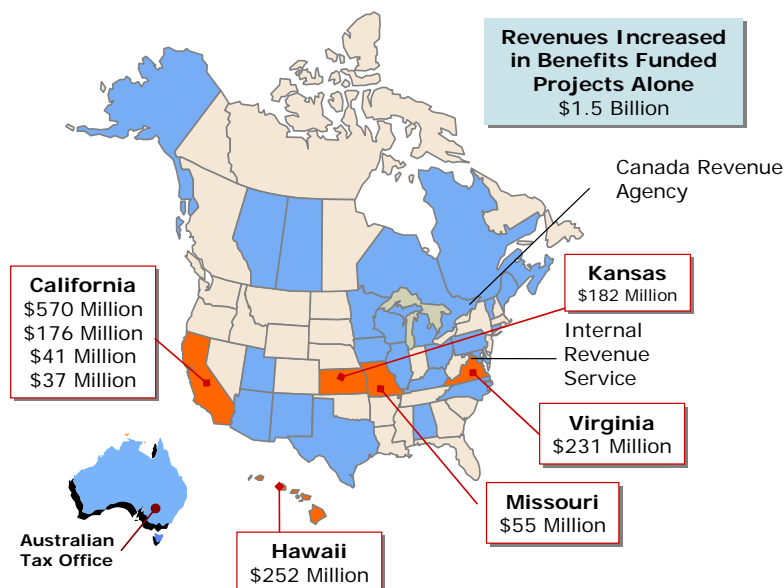
BENEFITS TO OUR CLIENTS

Working collaboratively with our clients, we have helped federal, state and local agencies to achieve immediate value and long term successes such as:

- **Increased revenue** without raising taxes and with revenues realized in as little as four months of project startup
- **Improved customer service** through improvement of tax administration processes, thus allowing constituents to more easily comply with relevant laws and regulations
- **Enhanced services to taxpayers** by providing online self service and interactive voice response (IVR) capabilities, making it easier and more transparent to file and manage their tax accounts
- **Improved overall efficiency of 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

OUR CLIENT FOOTPRINT

We have a proven track record of helping clients achieve significant business improvements as well as dramatic reductions in the tax gap through technology and transformation projects. With our benefits-funded projects (where CGI is paid a fixed price only out of increased revenues) alone, our clients have achieved more than \$1.5 billion in certified increased revenues.



- Past or current client in tax and revenue management
- Benefits Funded projects

STEP 1: BUILDING A ROADMAP TO RESULTS

With CGI's team of tax and revenue experts, we help our clients take the first step to transformation and create a strategic plan that includes:

- A **conceptual design** that includes 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 serves as a roadmap detailing the major tasks from procurement through implementation of strategic initiatives

CONTACT

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