

\_experience the commitment



## CACS-G

### Company profile

Founded in 1976, CGI is a leading IT and business process services provider with approximately 25,000 professionals operating in 100+ worldwide offices.

In use at more than 20 federal, state, provincial and local agencies, CGI's market-leading collections system, CACS-G, is proven to achieve the more effective management of collections operations.

For more information on CACS-G and our other tax and revenue services and solutions, contact

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### Improving the collection of government revenues

Tax administrators face complex and ever-increasing challenges in the area of debt management and revenue recovery. As a result, governments are placing an increased emphasis on effective collections management to deliver bottom-line results.

Through CGI's leading collections management solution, the Computer-assisted Collection System for Government (CACS®-G), we enable governments to keep expenses down while improving the collection of delinquent taxes and other revenues. In fact, our tax collections services and software has helped 20 federal, state, provincial and local agencies dramatically increase delinquent collections by **10–35%** from taxpayers who fail to file returns or who file but do not pay all that they owe. This has resulted in over **\$1 billion** in additional revenue collected without raising taxes.

Supporting high-volume processing and providing scalability for growth, CACS-G's features include:

<b>Proactive, automated collections</b>	<ul style="list-style-type: none"><li>• Supports automated correspondence, asset searches, liens and levies, legal actions, follow-ups and ticklers, which focuses collectors' attention and allows the majority of cases to be pursued automatically</li><li>• Enables taxpayer self-service payment agreements, which increases customer service and reduces staff effort</li></ul>
<b>Flexible, table-driven business rules</b>	<ul style="list-style-type: none"><li>• Implements case management workflow through comprehensive, online table settings</li><li>• Automatically sends letters at appropriate intervals and allows staff to make timely follow-ups through sophisticated workflow strategies</li></ul>
<b>Adaptable case structure</b>	<ul style="list-style-type: none"><li>• Supports government's complex case-debt-debtor structures, such as joint filers and assessed corporate officers</li><li>• Enables the consolidation of debts for a single debtor, totaling the debtor's delinquency amount across all debt types</li></ul>
<b>Flexible, ad-hoc reporting</b>	<ul style="list-style-type: none"><li>• Provides an on-demand reporting facility to track and measure individual, group and organizational performance, as well as trends, error reporting, exception account management and operational tracking</li></ul>
<b>Computer-based training (CBT)</b>	<ul style="list-style-type: none"><li>• Enables collectors to quickly become proficient, ensures consistent training and reduces training costs</li></ul>
<b>Commercial off-the-shelf (COTS) package</b>	<ul style="list-style-type: none"><li>• Avoids many of the customizations that might be needed for other packages because of a wide range of features developed specifically for government</li></ul>