

Commonwealth of Virginia: Department of Taxation

COMMONWEALTH OF VIRGINIA

Richmond, VA
USA

Online:

<http://www.tax.virginia.gov/>

Industry:

Government

"With this project, we anticipate reaching our goal of becoming the leading revenue agency and delivering superb customer-centric services to our citizens. Our key business objective is to leverage technology and reengineer processes to provide all taxpayers with the right information to file their taxes appropriately and pay them in a timely, efficient manner."

Kenneth Thorson,
Commissioner of the Virginia
Department of Taxation

The Commonwealth of Virginia's Department of Taxation (VATAX) administers all revenue functions through its ongoing Partnership Project with CGI. The comprehensive program includes electronic tax filing, a state-of-the-art integrated revenue management system, as well as an organizational development and change management program.

The Challenge

In the mid-1990s, officials at VATAX recognized the need to improve customer service and bolster operational efficiency while navigating budget cuts and complex tax laws. At the same time, Virginia had a growing taxpayer base and an aging revenue collection system.

How CGI Helped

CGI designed and implemented VATAX Online, a comprehensive suite of digital customer service tools that integrated customer resource management (CRM) applications into VATAX call centers to create "single view" service for taxpayers, and a modernized collection and remittance system for improved speed, accuracy and efficiency. To help VATAX pay for the project, CGI and VATAX formed the Virginia Partnership Project, an innovative public-private partnership in which CGI provided initial funds for the project and then received compensation as revenue milestones were reached.

The Results

Since its launch, the Virginia Partnership Project has helped VATAX officials and Virginia taxpayers save money with an efficient, paperless system. Additional benefits include:

- Increased taxpayer satisfaction and money saving for the Commonwealth by using iFILE
- Reduction in tax return errors allow for lower handling and operating costs
- Increase in revenues received

The bottom line: CGI's benefits-funding approach helped Virginia overcome its financial hurdles and transform an aging legacy revenue system into a money-saving, comprehensive revenue management system with increased customer satisfaction.