Managed services in tax and collections

Shortages of qualified IT staff and rapidly evolving technology continue to drive government tax and collection programs to seek proven alternatives for managing day-to-day IT operations and business processes so they can focus on more strategic aspects of their business. There is a growing appreciation that managed services can reduce short and long-term operational risk, provide greater cost predictability, improve access to talent and technology, and reduce total cost of ownership.

ARE YOU STRUGGLING WITH QUESTIONS LIKE THESE?

- How do I improve results at the same or lower cost?
- How do I get system changes that meet my needs on my schedule and at a predictable, regular cost?
- How do I hire and retain trained staff to maintain my computer systems?
- How do I get adequate business staff to attain my goals?

If you are struggling with any of these questions, your organization likely would benefit from managed services. Many tax and collection programs already are using managed IT and business process services successfully. Examples include the use of outside collection agencies and data capture services, as well as software development, maintenance and hosting.

WHY SHOULD MANAGED SERVICES PLAY A GREATER ROLE?

IT support organizations often find that 60% to 80% of their resources are consumed simply to support day-to-day activities and current processes. This leaves little capacity to implement new requirements or modernize aging systems. Partnering with a managed service provider to support underlying systems, technology and/or processes allows government to:

- Focus on improving their business instead of daily routine operations
- Implement new processes and support systems in just months vs. years
- Keep applications, software and underlying technology current throughout the life of a managed services agreement
- Reduce upfront capital necessary to realize modern technology
- Consolidate operational, maintenance and upgrade costs into a single predictable cost.

Public sector organizations that embrace the evolution to managed services will maximize efficiency and results in their ongoing operations.

CGI CREATES EFFECTIVE MANAGED SERVICES PARTNERSHIPS

- The overall relationship is structured to meet the client's specific business goals
- The client retains control of strategic decision-making.
- The partnership approach promotes continuous improvement
- The agreement has built-in flexibility to meet both current and future needs
- The client benefits from a personalized combination of services, delivered with the highest degree of quality and industry expertise

WHAT KINDS OF MANAGED SERVICES ARE AVAILABLE?

CGI provides a full range of flexible managed services that can be tailored for each client's needs. For example, our modular **CGI Collections360® for Government** suite combines proven business processes with state-of-the-art technology along with managed services to support all aspects of debt management operations. Applications can be hosted on client or CGI infrastructure. Available services include implementation assistance and ongoing maintenance, as well as collectors, training and support staff, and IT staff to support ongoing operations.

CGI also offers an integrated services platform that provides best-in-class technology components and third-party services called **Gateway360® for Government**. This platform manages a government's interactions with external agencies using a common set of interactions. This approach encourages external trading partners to participate with government, lowers the government's cost, and improves access to services such as skip tracing and identity fraud detection.

WHY CGI

Tax and collections expertise

Managed services providers to tax and collection programs must understand the unique challenges of the "business of government" and have deep subject matter expertise. For more than 25 years, CGI has helped agencies transform their IT and business processes to achieve dramatic results.

Leader in managed services

CGI offers a full spectrum of managed services, including application management, business process services, shared services, secure cloud and more. CGI was the first large cloud service provider granted a Federal Risk Authorization and Management Program (FedRAMP^{SM}) Joint Authorization Board authority to operate and deliver U.S government-wide cloud services.

Proven benefits-funded strategies

Some jurisdictions are finding that funding, acquiring, installing and maintaining new IT capabilities themselves is problematic in today's environment due to a lack of available government funding. CGI has used a proven strategy called benefits-funding to help clients address the lack of available funding. In this model, CGI is only paid out of certified increases in revenues, thus ensuring that general funds and department budgets are not affected. **CGI has helped tax and revenue agencies generate $3 billion in new revenues through benefits funding.**

ABOUT CGI

Founded in 1976, CGI is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 68,000 professionals.

We deliver built-for-government IT solutions that maximize revenue while minimizing costs.

As a full-service systems integrator and managed services provider, CGI has the industry know-how, tools and technologies to address business challenges across the public sector spectrum.

CGI provides state and local governments with creative IT solutions that drive efficiencies, effectiveness and cost containment—all while achieving your short term needs and maintaining your long-term vision.

CONTACT

For more information on our tax, revenue and collection services and solutions, visit us at **www.cgi.com/tax** or email us at **tax.solutions@cgi.com**