



Enhancing Tax Process Management and Collaboration

Client

The client is a Planned Gift Asset Management company specializing in management and administration of planned gifts. They manage more than \$4 billion in assets, which is one of the largest portfolios of planned gifts in the USA.

Challenges

Providing accurate tax returns to donors and beneficiaries gives the client a competitive advantage. They wanted to enhance the platform to simplify the workflow and bring efficiencies in the tax management process.

- ▶ The system required the ability to streamline the workflow management
- ▶ The platform needed to be enhanced to comply with the continuously changing business requirements with regards to the tax law updates
- ▶ Given that time is of the essence with tax returns during the tax season, the client wanted to speed up the operations
- ▶ Mitigate the risk of limited domain knowledge
- ▶ Bring efficiencies in the workflow management including data verification, business rule validation and approval for the filing of returns either directly to IRS or send the tax return to the assesses
- ▶ Maintenance/enhancement requests were taking a lot of time to be fixed/developed as no documentation was present

Solution

Opteamix worked closely with the client to enhance and support their tax management platform, leveraging our global delivery framework to:

- ▶ Deploy a team of technology professionals and subject matter experts to help upgrade the existing tax application
- ▶ Enhance the system to accommodate new tax laws (the platform was configured to process business rules concerning tax law changes automatically)

- ▶ Design the platform to facilitate seamless integration with other applications and external sources
- ▶ Leverage the domain knowledge to analyze the existing workflows and redesign it to eliminate some of the manual efforts that were involved in the tax preparation process
- ▶ Provided standardized tax calculations to partners of the client by generating K1 and Trustee reports

Value Delivered

- ▶ The enhanced platform ensured automation and streamlining of business processes/workflows **resulting in increased operational efficiency**
- ▶ The solution helped the client to reduce the time taken to prepare and print tax forms significantly which **resulted in enhanced customer experience**
- ▶ The revamped architecture and technology platform ensured that the client benefits from the best technologies to cater to the varied needs of its stakeholders while increasing the service levels
- ▶ Opteamix leveraged global delivery to execute the engagement at a **reduced cost and deliver a quality product that exceeded the client's expectation**
- ▶ The client was provided with a Graphical User Interface (GUI) framework for a rich user interface and better user experience

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, Artificial Intelligence, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.