



IBM **Information Management** software

## CGI Tax Imaging Processing Solution

---

### Partner Solution

---

■ **Target Industry**

*Government*

■ **Business Application**

*Tax Processing*

■ **Products**

*IBM FileNet Content Manager*

*IBM FileNet Image Services*

### Business Challenge

Government agencies must manage volumes of critical taxpayer information. Unlike most businesses that experience mild ebbs and flows in the business cycle, tax organizations are literally bombarded with information on a seasonal basis. In fact, tax departments typically process nearly 60 percent of their volume during 40 percent of the year. Without funding for outside resources to help manage the workload, government employees struggle to accurately and efficiently process all of the information.

Paper tax returns are a problem for many tax agencies. In most cases, the storage space required to store taxpayers' information expands beyond government building capacities, making it necessary to warehouse the information in costly, offsite storage facilities. Existing data entry systems, intended to assist in the process, are typically slow and prone to errors.

As taxpayers demand quicker turnaround times, expecting questions and issues to be resolved with one phone call, tax department employees are forced to rummage through piles and piles of files to locate

the necessary information to bring resolution to the query, sometimes unintentionally causing further delays when information must be obtained from offsite storage facilities.

### Solution

CGI has created Tax Imaging Processing Solution (TIPS), a detailed and strategic system that has helped several state tax and revenue agencies across the nation. CGI's TIPS provides government agencies with the ability to easily store and manage all types of tax forms, streamlining tax processing and significantly reducing manual paper processing.

Powered by IBM's Enterprise Content Management (ECM) suite of products, TIPS helps to increase taxpayer satisfaction, generating greater revenues through faster processing of tax returns, diminished data capture errors, better record keeping, minimized lost or misfiled returns, more integrated work processes, decreased storage space, enhanced meaningful and informative status tracking, and less staff time spent on related paperwork tasks. TIPS utilizes advanced automated data capture and recognition technologies, including Intelligent Character Recognition (ICR), Optical Character Recognition



(OCR), and Optimal Mark Recognition (OMR), reducing the manual labor and costs associated with processing tax returns.



The agility of TIPS empowers tax agencies to effortlessly handle immense seasonal fluctuations in volume with a robust architecture that scales to meet demands of any magnitude. Business rule-based correction and smart edits alleviate many of the capture errors generated from other systems.

### **Value Proposition**

For more than 30 years, CGI has helped federal, state and local government agencies with tax processing, enabling them to operate more efficiently, improve services to their clients, and collect taxes owed. The State of Hawaii credits CGI with helping them collect an additional \$250M. With a deep understanding of the intricacies involved in tax processing, CGI has helped more than 40 percent of state taxing authorities to:

- Maintain accurate and consistent taxpayer information;
- Process tax returns more quickly;
- Post return payments more quickly;
- Reduce the manual labor associated with processing tax returns;
- Decrease storage space;
- Achieve disaster recovery preparedness;
- Reduce the incidence of misfiled returns and correspondence; and
- Generate reports to monitor and control tax processes.

### **Company Description**

Founded in 1976, CGI Group Inc. is one of the largest independent information technology and business process services firms in the world. CGI and its affiliated companies employ approximately 25,000 professionals. CGI provides end-to-end IT and business process services to clients worldwide from offices in Canada, the United States, Europe, Asia Pacific as well as from centers of excellence in North America, Europe and India. CGI's fiscal 2006 revenue was \$3.5 billion (US\$3.1 billion) and at September 30, 2006, CGI's order backlog was \$12.7 billion (US\$11.4 billion). CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB) and are included in the S&P/TSX Composite Index as well as the S&P/TSX Capped Information Technology and MidCap Indices. Website: [www.cgi.com](http://www.cgi.com).

*For more information, please contact:*

*Don Chamberlin  
+1 703 786 8181  
[don.chamberlin@cgi.com](mailto:don.chamberlin@cgi.com)*

© Copyright IBM Corporation 2009

IBM  
3565 Harbor Boulevard  
Costa Mesa, CA 92626-1420  
USA

Printed in the USA

08-09

All Rights Reserved.

FileNet, IBM and the IBM logo are trademarks of IBM Corporation in the United States, other countries or both. All other company or product names are registered trademarks or trademarks of their respective companies.

For more information, visit  
[ibm.com/software/ecm](http://ibm.com/software/ecm)