

IBM Software

Impact2013

Business. In Motion.

The Venetian, Las Vegas, NV | April 28–May 2



Government

IBM helped government agencies...

...reduce emergency response times for a major city by

25%



...reduce questionable tax refunds

\$1.6 billion

since 2004 by detecting problems sooner



...achieve a

96%

reduction in the time needed for an immigration agency to modify screening criteria (from weeks to hours)

...reduce fraud from 5% to

0.5%

of payment



...reduce the time required to process social services benefit claims by

25%



...enable social services benefits staff to **focus on exceptional cases**

“The partnership with New York State Tax and IBM has allowed the agency to **leap a generation forward in application development.**”



Jim Lieb
New York State Dept of Taxation and Finance

At Impact 2013, there will be

600+ sessions

in the Technical Program and 35 in the Business Program

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