

Tax Administration Delivers Enhanced Customer Experience, Saves \$79M With IA

Business Impact

300,000

hours back to
the business

\$79M

revenue impact

Rapid, accurate
processing of
tax applications

A tax administration collects taxes on behalf of their state's government, which are used to fund essential community services like healthcare, education, public transport and policing for millions of residents. Their mission — to be the world's most innovative and customer-centric tax agency — shines through in their use of technology like intelligent automation (IA) to help deliver a digital-first customer experience, detect and mitigate fraud, and prevent privacy breaches.

“Our intelligent automation journey has been a cornerstone in redefining our digital transformation strategy, with innovation now a key focus area. This has enabled us to not only optimize existing processes but also to pioneer new ways of working in the organization that are more aligned with the digital-first expectations of our customers and stakeholders.”

Automation Product Manager

Challenge

State governments increasingly look to deliver digital experiences that match those in the public sector. After all, their customers expect it. This tax administration aims to be an innovative and customer-centric agency. With this goal in mind, they investigated ways to optimize their business processes and pioneer new approaches to working that align with the digital-first expectations of their customers and stakeholders.

Solution

The tax administration deployed an SS&C Blue Prism digital workforce more than six years ago. Their delivery methodology and governance approach, meticulously designed to ensure operational excellence, is rooted in the SS&C | Blue Prism® Robotic Operating Model™ (ROM™ 2). They recognize that the people behind the technology are crucial, so they've grown their team from within and developed internal training capabilities to support employees in completing SS&C Blue Prism's foundation training. Twenty of their 37 team members were upskilled from other jobs within the organization. The learning curve is short and team members contribute to building process automations within four weeks.

The automation team has used IA to address a wide range of challenges and deliver tangible value across their organization. They've automated 140 processes, returned 300,000 hours — or 169 years — back to the business, processed five million transactions and saved \$79 million.

Digital workers help protect the organization and its customers from fraud. The organization receives thousands of tax-related applications each day, some of which are at a high risk for fraud. The sheer number makes it difficult for employees to check each one. If an application is false, it could mean that the wrong customer is assessed for fines and given a penalty which could impact their business. Digital workers now review each application and send any applications deemed potentially fraudulent to the compliance team for further review and resolution.

Since digital workers can handle large volumes of data, they've helped the organization prevent privacy breaches and ensured that the proper court documentation is sent to requestors. They also prescreen incoming correspondence for emotionally distressing material and ensure that it's prioritized and routed to the employee best suited to handle it, which protects vulnerable citizens.

The tax administration has laid a strong foundation for future growth and has the team and tools — IA combined with optical character recognition, machine learning and analytics — to take their program to the next level.