



Compvue's Government Sector Practice

A US state's Department of Revenue was able to collect over \$100 million by using the tax collection portal developed by Compvue

Business Challenge

The customer is a Livermore based financial company; delivers solutions to manage government obligations such as student loans, state taxes, and federal debt. A US state's Department of Revenue is a client of this customer. They were facing challenges to collect the payments on time. Our client was asked to provide additional capabilities to support a new initiative related to tax amnesty. This required a creation of a new integrated solution to the existing collections website and process so that individuals and businessmen could apply and process a request for tax amnesty program.

Our customer had its own collections website. Neither the customer nor the state department had any website specifically dedicated to the amnesty program. The solution was to enhance customer's website since they had all appropriate information that was a pre-requisite to help with tax amnesty process. Based on the criteria specified by the government, this information was required to be presented in the proposed web site for Tax Amnesty Program.

Integrating the data and making it available securely to each tax payer was the challenge. The website would allow the tax payer to pay either using credit card or via bank account. Facility of e-sign was also to be provided through the web site.

How Compvue Helped

A new hyperlink was added to the Homepage of our customer's collections website specifically for people who wish to apply for acceptance into the department's Tax Amnesty Program. After successfully logging in to the site, the users were able to view amnesty payment options and also access the Amnesty application form. This form was pre-populated with data for all tax years that he/she is eligible under the Amnesty Act. The user could choose to simply print the form, sign it, and then mail it with the required payment (check or money order) using the United States Postal Service. An additional payment option was added where user could e-sign the form, make an e-payment (either using a credit card or electronic funds transfer from a bank account), and submit both (form and money) online. In such case, the user was able to print a copy of the completed application form.

In addition to the above enhancements to the customer's collection website, the new section for FAQ's about the Tax Amnesty Program was also added.

Technology

Compvue used the following technologies in order to create a successful Tax Collection Solution:

- Servers: Windows server 2003, UNIX on Blade servers.
- Load Balancer
- Informix, MS SQL Server
- VB.Net, C#
- Alpha Trust's PRONTO Server Electronic Records and Signature System (ERSS) software to automate the application process
- Adobe PDF
- Authorize.Net for payment processing

Trusted Services Partner

The Department was facing huge losses as it was unable to collect taxes on time. Compvue's involvement resulted in following value proposition:

- The department collected over \$100 million in a relatively short period
- Our customer increased their revenue

About Compvue

Compvue Inc. is a California Corporation with focus on Information Technology Consulting and Business Process Outsourcing. Compvue has two fully owned subsidiaries overseas, Compvue Philippines Inc which specializes in business process outsourcing in U.S healthcare sector and Compvue India Private Limited that focuses on information technology consulting and back-office business process outsourcing with two already established centers in Chennai and Nagercoil.