

The Virtual Tax Room - VTR

The Goal

- Move towards a paperless, digital environment
- Consistent preparation of accurate tax returns

The Challenge

- Remote processing and online tracking from multiple locations
- Managing high volumes - the projected volume was 50,000 returns
- Ensuring complete data confidentiality

The Solution

Virtual Tax Room - collaborative platform between the CPA and Mphasis was deployed. The platform works as an ASP (Application Service Provider) and is hosted at a Dallas Telecommunication Center. It is inter-operable across various tax software platforms including ProFX, Go System, RS, Ultra Tax, Lacerte, etc.

It was used across 2 locations, 8 branches and 100 users with a plan to extend it to other locations. 100,000 tax returns were processed in 2004.



VTR Tools

- **The Lead Sheet** summarizes all the data from the source documents, compares them with the tax return figures, and highlights discrepancies.
- **The Document Management System** imparts an effortless and meticulous way of converting documents received from the client into an organized set.
- **The Checklist** ensures compliance with all client specifications throughout the process.
- **The Grading Tool** evaluates and measures the performance of various processes and consequently the people involved in those processes.
- **Allocation Logic** assigns and reassigns work according to the skill sets of the users.
- **Reports** is used to control and monitor operations. Provides historical information on the returns and an audit trail.

Results

The ASP model resulted in several benefits for the client. Some of them include:

- **Real-time Monitoring Capability:** VTR provided the client with real-time tracking capability through the use of a web-based front-end.
- **Remote Monitoring:** It enabled successful remote monitoring of performance from multiple locations.
- **Increased Productivity** through a reduction in the turn around time.
- **Quality Check:** Inbuilt quality checks enabled the client to track the quality of the returns.
- **Analysis and Rewards:** Through the use of VTR, the client had a structured and scientific method to calculate performance and reward employees.
- **Knowledge-capture:** Facilitated knowledge sharing through a collaborative discussion board platform.
- **Paperless Office** provided a truly paperless office through an application that combines the benefits of document management and workflow systems.
- **Data Confidentiality:** The database is stored in a secured area at the client end, while the returns are processed remotely ensuring confidentiality.

