

Case Study



CLIENT OVERVIEW

HLS Global Group is an international accounting and business advisory firm with a focus on providing superior services in the areas of accounting, tax, audit, advisory, and consulting. While catering to the business requirements of Japanese subsidiaries operating in the United States, Mexico, India, and Germany, the client also provide comprehensive solutions to non-Japanese multinational companies operating in Japan.

THE BUSINESS NEEDS/CHALLENGES

One way accounting and consulting firms can stand out in an increasingly competitive field is to find ways to elevate their tax client experience beyond a simple one-year engagement to a long-term engagement.

HLS Global's taxation team worked with a pre-existing solution for tax automation, but was facing numerous challenges such as:

- Tedious and time-consuming tax return preparation for 1000+ clients from over 100+ fortune 500 companies.
- Another pressing point for the client was manually orchestrating individual taxation processes, such as handling questionnaire, client information, workflow and so on.
- A rising need of maintaining a smooth and automated workflow of return filling process with a resolution of queries prior to submission in the GoSystem.
- Unstructured data. To quickly process various tax documents and forms in an unstructured format which made the handling of those documents a tedious job. Hence, the client was in a dire need of an automated document management system.
- The application was lacking certain crucial aspects of automation of core functionalities, such as automating document management, managing/handling client/internal team grievances.



- **Industry:** Advisory & Consulting
- **Headquarters:** USA

CLIENT OVERVIEW

THE BUSINESS NEEDS/CHALLENGES

- Providing real-time status updates to clients on tax return status, queries, and resolution to strengthen the business relationship.
- Inadequacy of a secure environment. Handling taxpayers' data in a secure agile environment became a headache for the client.
- Complex view structure. The client wanted a simplified design for the front-end to enhance the user experience.
- The existing application was outdated and hosted on a local server, which was posing maintenance and scalability issues.
- The Customer faced the challenge of working with the existing application into their existing operations. The application only supported a small percentage of their clients and business processes and had a need to enhance the application with new features based on the change in the business needs.

Given this escalating workload and tedious individual tax return processes, an all-encompassing automated and cloud-based application has become a necessity to uphold the high standard of service delivered by the client. The client partnered with TechnoMark to access our intelligent taxation and technical expertise and produce a strategic impact on the accuracy and efficiency of its tax departments.



- **Industry:** Advisory & Consulting
- **Headquarters:** USA

CLIENT OVERVIEW

THE SOLUTION

TechnoMark conducted a complete analysis of the client's requirements and implemented a comprehensive solution, which comprised:

Re-engineering the entire solution:

TechnoMark's technical team conceptualized and created an automated solution that spans the entire process to handle and meet the individual tax return application for the client.



CLIENT OVERVIEW

THE SOLUTION

Feature Enhancement and Development:

Introducing new features, such as advanced search filters, mobile responsiveness, and personalized user dashboards, to enrich the platform's functionality, which included:

- 2 Factor User Authentication enabled to enhance security of the ITR application
- Single sign-on feature with AD Integration to use the same login credentials for different users
- Document Management System to upload and manage documents
- Automated invoice process to overcome tedious and time-consuming manual invoice creation
- Enabled audit trail to track and manage various activities within the application
- Intuitive dashboard for HLS users and clients
- Advanced reporting to track and display various operational activities and progress of individual tax returns for the clients.
- Security enhancements and improvements



CLIENT OVERVIEW

THE SOLUTION

Dedicated workforce:

To quickly assess and design tailored portal for the client, we have rapidly deployed team of taxation and technology experts to work on.

Personalization and Intelligence:

With the help of seasoned front-end and back-end experts, we've helped client to add a personal touch, including web portal branding, color theme, and so on, along with automated processes to add intelligence.

Enhanced UX:

Start from smooth navigation, minimized clicks, and automated UI flows, our team of UI/UX has helped client to bring the user experience alive.

Performance Optimization:

Using scheduled process, optimized queries, and cloud capabilities, helped client to improve the overall performance of the web application including faster page loads, improved engagement, and a lot more.

Improved Usability & Security:

By incorporating industry-best practices to identify the potential ways to improve the design and security metrics has helped enhance the overall usability and security of the existing application.

TECHNOLOGIES WE USED



.Net



Angular JS



Azure Cloud

FINAL OUTCOME

Milestones & Deliverables

The client's taxation team can now conduct and manage individual tax returns at a level of quality and speed that is nearly unattainable through manual document processing. Swift and precise handling of extensive volumes of data provides our client with a competitive edge in delivering professional tax services.



FINAL OUTCOME

Achievements



Enhanced, rapid, and precise handling

of extensive data volumes, leading to a competitive edge in professional tax services.



Scalable and flexible solution

that will expand along with the growth of the client's business and the amount of processed data



Increased Client Satisfaction.

The client improved customer satisfaction by providing tax info. The new system's adaptable architecture meets the customer's current and future business needs.



Reduced

TURNAROUND TIME,

increased efficiency and effectiveness with robust solution.

Institutionalized a reliable



DOCUMENT MANAGEMENT

system

CLIENT IMPRESSIONS



Hideyuki Nakanishi – Technology Lead

CLIENT IMPRESSIONS



Over 18 months, TechoMark's dedicated team, armed with expertise in .NET, Angular JS, and Azure technologies, developed a comprehensive solution that exceeded our expectations. The ITR project not only modernized our workflow but also consolidated all necessary features under one roof.

Thanks to TechoMark's innovative approach, we now have a state-of-the-art system equipped with the latest technologies. The new platform offers seamless workflows, robust client and HR portals, as well as efficient ticketing and invoicing systems.



Hideyuki Nakanishi

Technology Lead

Japan



A hand is shown reaching out from the bottom center towards a glowing blue circular interface. The interface has a futuristic, digital appearance with concentric rings and a grid pattern. The background is a dark, blue-toned space with a grid of light points and lines, suggesting a digital or data environment. The overall aesthetic is high-tech and futuristic.

**THANK
YOU**