

MODERNIZING TAX AND REVENUE MANAGEMENT WITH EMC CAPTIVA INTELLIGENT ENTERPRISE CAPTURE

Using intelligent enterprise capture to accelerate revenue collection from tax filings

ESSENTIALS

- Reduce the cost of managing and storing paper documents
- Accelerate paper tax return processing by eliminating backlogs and delays
- Streamline manual, paper-based processes
- Boost the productivity of all agency stakeholders
- Manage risk and ensure compliance
- Achieve positive ROI in twelve months or less

State and local government budgets depend on tax revenue. The faster returns can be processed, the faster tax payments can be put to work managing cash flow, investing excess cash for a return while remaining liquid enough to meet expenditures. When cash flow cannot be managed properly, policymakers are often forced to draw on balances in special revenue accounts or tap budget reserves. Even a one- or two-day reduction in return processing can have a dramatic impact on cash flow.

But many agencies are hampered by legacy systems and manual processes that cannot manage the huge volume of tax information that still arrives in paper documents—despite the growing percentage of citizens and businesses that file their taxes online. All this unmanaged paper causes errors and lengthy processing delays, increases the potential for fraud, and makes it difficult to maintain a high level of taxpayer service.

EMC® Captiva® intelligent enterprise capture can deliver significant reductions in processing time for paper returns. By leveraging EMC Captiva solutions, revenue authorities can capture paper documents, transform their content into digital information, and store it in a secure repository, where it can be managed, searched, and retrieved. Tax return data is automatically extracted from paper forms, eliminating backlogs and processing delays, improving tax payer service, and enabling better cash management.

EMC Captiva solutions also integrate easily with popular tax processing applications such as GenTax and Check 21 for remittance and check processing. This enables EMC's best-of-breed partners to create end-to-end tax processing solutions that leverage all the capabilities of EMC Captiva intelligent enterprise capture.

MAKING INFORMATION EASIER TO PROCESS, STORE, AND RETRIEVE

Personal state tax returns are only half of the equation for states. The other area that continues to challenge states is dealing with millions of employer-submitted tax documents. Given each employer tax form contains twenty, thirty, or even more fields of data—including the employer account number, earned wages reported, and taxes due—data entry is a real burden. Multiply that by hundreds of thousands of employers in a given state, and add the constraint of a state-mandated turnaround times, and you get a sense of the business issue.

With paper-based tax forms coming from 28 local tax offices and more than 400,000 employers, and a state-mandated 12-day turnaround time, one state agency is using EMC Captiva intelligent enterprise capture to capture all employer tax related documents and data, and delivering the information to a centralized repository as well as other tax systems. Formerly, during its critical 12-day crunch periods, the state agency employed two full data-entry shifts—20 to 30 people, often working extra hours—to meet the demand. Now, one shift is sufficient, with the ability to automatically capture and validate the data from tax forms with minimal human intervention.

In the past, storing this data on microfiche could take several days and often resulted in such poor quality that the materials, once printed, were unreadable. By storing all tax documents in a centralized content repository, the agency has access to the completed forms and tax documents to support the unemployment appeals process and other workforce-related investigations.

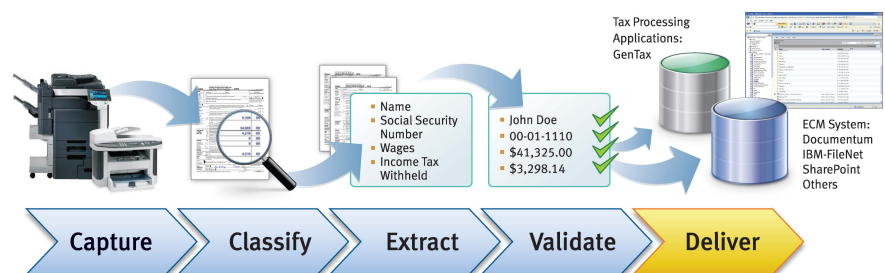
ENABLING TAX AND REVENUE AGENCIES TO EASILY CAPTURE, IDENTIFY, AND CLASSIFY CRITICAL TAX INFORMATION

EMC Captiva intelligent enterprise capture is more than just scanning. It is the collection and conversion of any document, including paper, faxes, emails, and electronic file attachments into usable digital information, regardless of source—scanner, fax machine, file system, email, or multifunction peripheral devices. Anchored by a highly scalable, flexible, and modular architecture, EMC Captiva solutions can process a few thousand to several million pages per day.

Federal, state, and local governments all over the world use EMC Captiva solutions to manage their paper documents more effectively, lowering cost, streamlining business processes, improving citizen service, and reducing compliance risks. Intelligent enterprise capture technology enables public agencies to:

- **Identify and classify documents**—Save time and reduce the manual presorting of documents through automated document identification
- **Extract and validate data**—Minimize the need for manual data entry and ensuring the accuracy of information delivered to business systems
- **Secure and retrieve records**—Easily leverage the collaborative, process, and content management capabilities of EMC Documentum® or other information systems such as Microsoft® SharePoint®

With EMC Captiva solutions, document capture is no longer a siloed technology but a capability that can be leveraged throughout an agency at any point in a business process.



A five-step process captures information from tax documents

EMC AND PARTNERS DELIVER SOLUTIONS FOR TAX AND REVENUE MODERNIZATION

EMC Captiva intelligent enterprise capture solutions serve organizations in financial services, insurance, government, healthcare, and many other industries. More than 5,000 companies and government agencies use EMC Captiva solutions to reduce costs, improve information accuracy, and accelerate business processes. EMC counts 19 state tax agencies and 15 of the top 25 Fortune 500 companies as customers. Each day, these organizations process millions of forms and documents using EMC Captiva solutions.

EMC and its public sector partners bring together the substantial domain expertise and development experience of market leaders. These partnerships provide maximum value in minimum time to agencies struggling to bring speed and efficiency to their tax and revenue operations.

ABOUT EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.

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To learn more about how EMC products, services, and solutions help solve your business and IT challenges, contact us at 800.607.9546 (outside the U.S.: +1.925.600.5802)—or visit us at www.EMC.com.

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