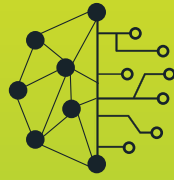


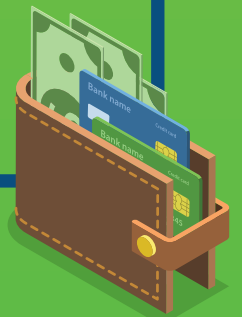
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**ti.**  
**HEXAWARE**

# MAKING TAX FILING DIGITAL & HASSLE-FREE FOR INDIVIDUAL TAXPAYERS





**Emily, a young sales professional**, wanted to file tax returns for the year but had no time to go through the complex and time-consuming process.

While surfing online, she came across a few tax filing agents but wasn't convinced as she wanted a professional to manage the entire process for her seamlessly.

That's when she came across an innovative digital tax filing facility offered by a multinational professional services firm.

Our client, the multinational professional services and a Big Four accounting firm, was majorly serving corporate B2B customers. They decided to expand their business and focus on individual taxpayers as well by introducing the first direct-to-consumer tax service.

## A SOLUTION TO HELP TAXPAYERS CONNECT EASILY WITH PROFESSIONALS & PAY TAX ON THE GO...

The process of filing income tax return (ITR) can become quite complex if the taxpayer does not understand the implications of what they are filling in the form. One must be cautious because any negligence can lead to a higher tax outgo. Also, with the accelerated pace of digital and regulatory change, taxpayers and authorities around the world are finding it increasingly complex to adhere to compliances while filing taxes.

The Big Four accounting firm partnered with Hexaware to deliver mobile tax preparation service that can help individual taxpayers to seamlessly file tax returns. The client leveraged Hexaware's deep domain expertise in the area of taxation to develop a cloud-based application.

It is the first-ever direct-to-consumer tax service offered by the Big Four accounting firm for individual taxpayers. The mobile tax preparation service helps taxpayers to get a personalized tax filing service from a licensed tax professional.



# HOW IT WORKS



# WHY HEXAWARE?

The client wanted an IT partner who understands the functional infrastructure of People Advisory services well and has domain expertise in the area of individual taxation. Being a good fit for this requirement, the Hexaware team embarked on creating an automated cloud-based application using Agile methodology for the on-demand mobile and web tax preparation service.

## SOME HIGHLIGHTS OF THE SOLUTION

### Fast-tracking delivery

The client targeted UK-based customers initially and wanted us to deliver the application before the customers start filing taxes. The delivery span was short, but we could meet the deadlines owing to our domain expertise and reusable components.



APACHE  
CORDOVA™

### Making the app mobile friendly using Cordova – a thought that worked wonders

We built a web and a mobile application in the Cordova framework instead of creating a native application, thus saving time and cost for the client. This decision helped in reducing go-to-market time and enabling users to use mobile features like taking a snapshot or uploading documents. Enabling these features in the least possible time and making it available on Android and iOS was the greatest selling point for the client.

### Creating a multilingual global application

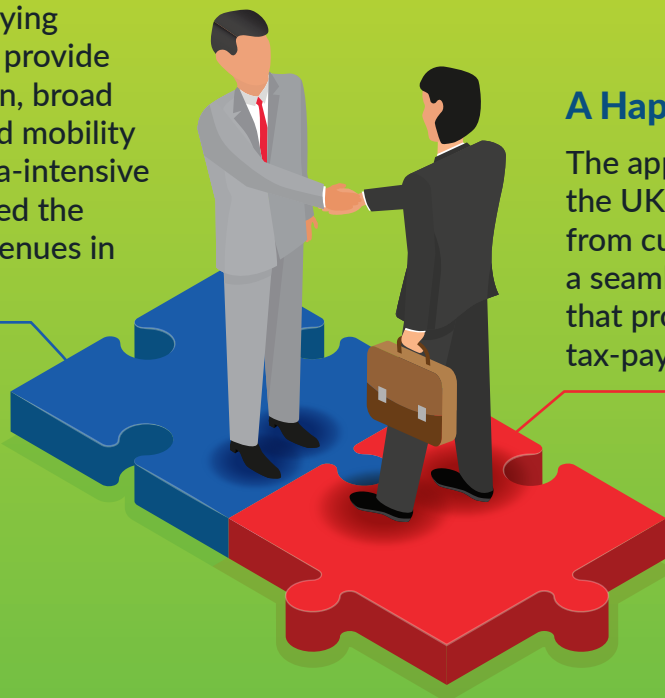
The application was easily customizable as it used content-driven features. Business teams from across the world could edit the content/questionnaire based on the tax filing requirement for any country and release it quickly. This needed minimum code changes to improve overall go-to-market time.



# THE IMPACT

## A Happy Client

With this solution, the client could deliver traditional tax-paying services in a new way to provide individuals with a modern, broad set of tax compliance and mobility services for a digital, data-intensive world. The solution helped the client maximize their revenues in an unbeatable timeline.



## A Happy Customer

The application is quite popular in the UK with positive responses from customers like Emily for being a seamless automated application that provides a hassle-free tax-paying platform.

# ABOUT HEXAWARE

Hexaware is the fastest growing next-generation provider of IT, BPO and Consulting services. Our focus lies on taking a leadership position in helping our clients attain customer intimacy as their competitive advantage. Our digital offerings have helped our clients achieve operational excellence and customer delight. We are now on a journey of metamorphosing the experiences of our customer's customers by leveraging our industry-leading delivery and execution model, built around the strategy— 'Automate Everything™, Cloudify Everything™, Transform Customer Experiences™'. Hexaware services customers in over two dozen languages, from every major time zone and every major regulatory zone. Our goal is to be the first IT services company in the world to have a 50% digital workforce.

Learn more about Hexaware at <https://www.hexaware.com>

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