Tax content management and collaboration (CMC) – strategy and configuration

Unifying tax operations and enabling processes to simplify document and information management, workflow automation, data collection, reporting and analytics

CMC tools continue to be an integral part of an effective tax operations model. Deployed properly, they allow tax to gain efficiencies by automating processes, centralizing document management and improving transparency across tax functions.

Current state challenges
Corporate tax and finance departments face significant challenges around document and process workflow management. Manual processes, unorganized file share practices and lack of management reporting procedures increase risk and often lead to inefficiencies.

Striking the optimal balance between managing risk and efficiency is critical for finance and tax departments. Innovative content management and collaboration solutions can enable you to strike the right balance to do your work efficiently while still providing an appropriate level of transparency to manage risk. Multiple CMC options are available, from those offered by tax system vendors to enterprise-grade applications from the largest technology companies. However, any CMC tool can fall short without proper planning, configuration and governance.

We are highly experienced in all major CMC tools for tax and can help:

- Increase transparency into process steps and related documents across functions and geographies, globally
- Reduce risk with formal tools and standardized processes
- Automate flow of data and documents
- Increase organizational efficiencies by streamlining processes to find and distribute information
- Overcome geographic limitations with a centralized platform
- Integrate among tax deliverables and flexibility to connect to other data sources and applications
We can help

- **Our holistic service model is scalable** – from strategic planning through comprehensive service configurations, leveraging service templates, leading practices and extensive client experiences
- **Strategy, vision and architecture** – develop a strategic vision and plan to enhance the enterprise content management investment, based on client-specific fact patterns and tax portal leading practices
- **Foundational design and configuration** – develop a technical design for the overall site layout plan and hierarchy; identify key metadata (company, period, jurisdiction, etc.); define roles and responsibilities, governance, security, retention policies and leading practice structures
- **Operational and process design** – document process strategy; develop the technical design for each tax process to be implemented (roles, views, workflows, metadata, etc.)
- **Build and CMC configuration** – set up site; create workflows and processes that assist in reporting and controls of the tax department
- **Deploy, document and train** – provide support of go-live deployment and training, transitional support and internal maintenance support within the tax department and IT infrastructure

Why Ernst & Young LLP

- Unlike some competitors, we understand tax-specific CMC leading practices and are very experienced with tax function CMC change and transition. We also have a vast library of tax function CMC templates.
- Our approach is based on leading practices and critical success factors.
- We configure “out-of-the-box” capabilities to ease maintenance and administration.
- The CMC is configured so that the tax department can govern and maintain it after implementation.
- We offer a holistic tax transformation focus, beyond just the current solution problem.

By using our proven service model, you can enhance tax content management and collaboration deployments to increase user adoption and sustain essential tax operation processes.

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