TECHBLUE

Client
Internal Revenue Service

Challenge
Case selection business process improvement for Research, Analysis and Statistics (RAS) and Small Business Self Employed (SB/SE) groups

Solution
Decision Management, Predictive Modeling and Java development

Results
Improved tax case selection exhibited by increased efficiency, scope, accuracy and consistency

Client: Internal Revenue Service

Challenge: Tax case selection is a critical business process for the IRS. It drives the mitigation of compliance issues, and impacts revenue collection for the Department.

The IRS, in response to modernization and process improvement objectives, required enhancements to the case selection supporting systems to increase consistency, efficiency and scope of potential cases.

Solution: The IRS engaged TechBlue to develop and enhance the use of Decision Management capabilities in support of the case selection application.

TechBlue implemented a Business Rules Management System to increase the consistency and scope of case selection, and Predictive Analytics to increase the accuracy of case selections based on robust predictions of cases that yield the greatest potential revenue to the IRS.

Our role: TechBlue was selected as the prime contractor to lead the development and enhancement of the solution.

Our resources provided strategic, design and implementation expertise to refactor the existing solution, and develop new capabilities that meet IRS objectives.

Results: The enhanced solution enabled the IRS to increase the pool of potential cases by more than 50 million returns, resulting in increased revenue for the Department.

The solution also enables greater flexibility in modifying case selection rules by non-technical users, resulting in increased agility and speed to respond to dynamic changes in the legal and taxpayer environment.

TechBlue provides continual training and knowledge transfer ensuring the IRS participants are able to maintain, extend and manage the solution.

Technologies

FICO Blaze Advisor, FICO Model Builder, Java, Business Objects

About TechBlue

TechBlue is a consultative firm that delivers technology and strategic solutions that optimize operational performance. We excel at transforming organizations to be smarter, be faster and be better in dynamic and rapidly changing business environments.

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