



Client
Internal Revenue Service

Challenge
Collection Case Selection (CCS) business process improvement and application enhancement

Solution
Decision Management, Predictive Modeling and Java development

Results
Continual increase in agility, scalability and performance in collection inventory selection and delivery

Client: Internal Revenue Service

Challenge: The mission of the Collection Organization is to collect delinquent taxes and secure delinquent tax returns. The results of their efforts are leveraged by downstream customers in the process.

The IRS, in response to modernization and process improvement objectives, required improvement to the collection workload selection and treatment stream assignments.

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

TechBlue implemented a Business Rules Management System to increase the consistency and scope of case selection, and Predictive Analytics to increase the outcome of collection inventory selection based on robust predictions of cases that meet various criteria.

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 enhance, extend and support the solution.

Results: The enhanced solution streamlines and increases the efficiency of the case selection process, and maximizes the selection of cases that yield the highest value to the Agency and the Federal Government.

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 operational 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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