



CASE STUDY

Beyond Numbers: How RPA Revolutionized Tax Filing for a CPA Firm

Organisation Profile

The client is a leading Certified Public Accounting and consulting firm specializing in audit, tax, accounting, and consulting services. With expertise across diverse industries, they deliver tailored solutions to meet the unique needs of both companies and individuals.

Industry

Finance

Results

Increased Process speed by

75%

Manual Effort required

85%

Enhanced accuracy, improvement by

95%

Business Problem:

The client aimed to boost operational efficiency by automating internal processes using Automation Anywhere RPA tools. Initially, they focused on automating the individual tax filing process to streamline the "Return Process." Following a successful deployment and review, the automation was extended to the Income Tax Return process, further optimizing their tax-related operations.

Solution:

Individual Tax Return Process:

- Automates email handling: Reads new emails, extracts client IDs, and processes PDF attachments.
- Creates and organizes client folders based on IDs, and sorts documents accordingly.
- Manages portal updates: downloads and sorts new attachments into client folders.
- Operates 24/7 to collate proof documents, analyze missing data, and generate detailed ITR submission reports for the customer service team.
- Utilizes Automation Anywhere IQ Bot for supervised learning and rules-based data analysis.
- Utilizes Python OpenCV for reading image-based data.

Income Tax Return:

- Automates the download and local storage of client documents from Box to the D drive for organization and submission.
- Interfaces with the PE application through APIs for client authentication and workflow updates.
- Integrates with PE Taxation system, CCH Auto flow, ShareFile, CCH iChannel, CCH Tax Return system, and SafeSend for eSign to streamline client data collection and ITR submission.

Challenges:

- **Complex Standards:** Need to adhere to varied accounting standards across industries.
- **Data Security:** Ensuring confidentiality and protection of sensitive financial information.
- **System Integration:** Challenges in integrating automation with existing systems due to compatibility issues.
- **Customization:** Adapting automation to meet diverse customer-specific requirements while maintaining accuracy.



Business Benefit:

Automation has boosted efficiency by streamlining repetitive tasks, allowing more focus on critical work. It has enhanced accuracy, reduced compliance risks, and led to significant cost savings. The faster processing and scalability of the solution have improved turnaround times and client satisfaction. Additionally, automation ensures robust data security and compliance with privacy regulations.

Key Stakeholders:

- Client's IT Department
- Bot Developers
- Engineers
- Quality Assurance Team
- Project Management Team
- End Users of the Bots



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