

CASE STUDY:**Top 5 international bank in the UK****Scenario**

After spending almost three years with many of the 'big 5' consultancies in addition to some of the more prominent Oracle integration partners, this bank was unable to get a sign off for their tax solution as it consistently failed to

meet its needs with rate determination, tax recovery or reporting. Nearing the go live date and desperate for a solution, through recommendation the bank engaged with eBiz Answers to resolve these issues.

Approach

In just three weeks of working on the project we completely redesigned the VAT solution using our eBTax Rapid Install tool to load our proven configuration, test and subsequently get sign off. We spent the remaining time before going live conducting further testing, looking at the data migration and creating training material. We used eBTax Rapid Install tool to migrate the solution to over 10 instances over a period of four months.

The bank had previously provisioned 15 days manual configuration for each instance; we were able to complete it in two. Without our solution and tool the go live date would simply have not been a possibility for tax. Along with the tax rates we were able to fully automate the tax recovery which changed on a yearly basis.

Due to the size of the bank the conditions for the different recovery rates were in the hundreds. As such, we created a solution that made it extremely easy for the tax group to manage these rates and conditions while allowing the offshore support team to do the configuration. This placed and retained control of the tax with the bank's tax group – the rightful place for the tax maintenance.

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