Case Study: - Tax Portal Automation

Phase 2– Rollout

- Existing Azure cloud model, where function apps were used In migrating, automating, and managing various business processes due to the ease of integration with existing platforms.
- From initial kick-off to Phase I rollout, the process went smooth as we followed cross functional work pattern.
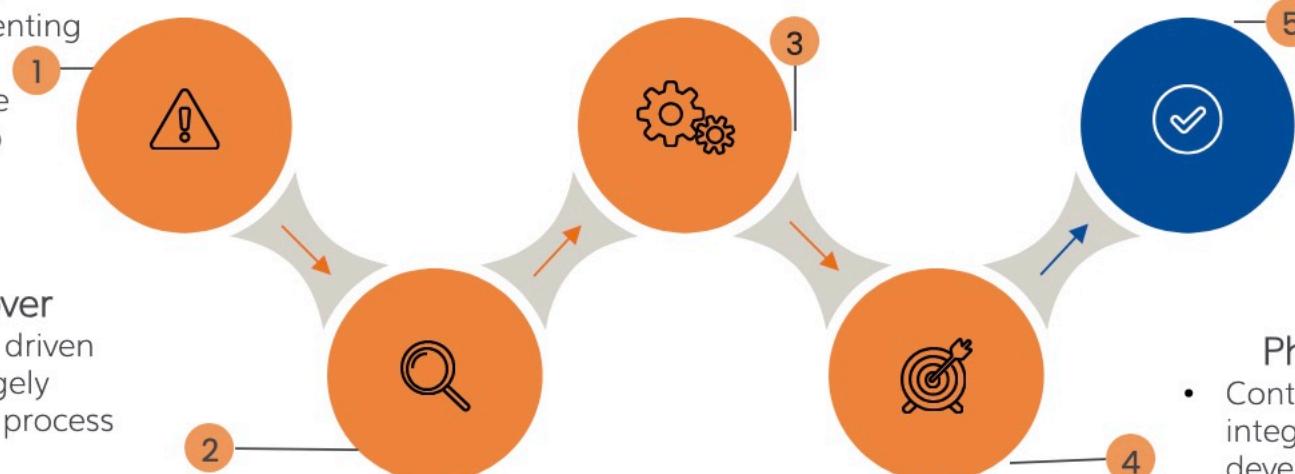
The Problem

- Tax Portal was heavily reliant on human intervention for critical business processes such as tax filing, documenting and Billing.
- Major Bottlenecks in these processes were leading to profit loss and customer dissatisfaction.

Impact

- Minimized application downtime and time spent on support.
- Better Insights and access.
- Robust, scalable, and extensible system to update and introduce new features and processes.

Phase 1 – Discover

- Bottlenecks for human driven processes could be largely automated to improve process flow.
- A key challenge was to create process automation while minimizing operational downtime.

Phase 3 – Optimize

- Continued to refine integrations through development lifecycle.
- Added more processes and more refinements to pipelines with autaomation