

## Overview

### Goals:

- To improve tax collection process and management of delinquent accounts
- To increase productivity of professional field staff
- To increase standardization in handling cases

### Challenge

Provide a development environment that:

- Enables automation of tasks formerly done manually
- Accommodates reduced staffing for ongoing development and maintenance
- Enables the State of Wisconsin to meet its collection goals

### Solution:

Cincom® ObjectStudio®

### Key Results:

- Greater collection success and consistency in case management
- Reduction in overhead costs through consolidated printing and electronic warrant filing
- Increased staff productivity



Profile in Success: **State of Wisconsin Department of Revenue**

# Cincom Smalltalk™ Helps Wisconsin Collect Delinquent Taxes



### Situation:

One of the world's oldest professions, collecting taxes, received a facelift in the state of Wisconsin. The state's Department of Revenue is responsible for processing and auditing taxes, including sales, withholding, income, corporation, and other tax types. To ensure the state receives its largest source of revenue, the state developed the Delinquent Tax System (DTS) to replace a legacy system developed in 1970.

DTS was built using Cincom's ObjectStudio, an integrated development environment used to design, assemble, and maintain complex component-based applications.

## How DTS Has Changed Tax Collection in Wisconsin

"Most taxpayers pay their taxes and corresponding bill in a timely manner. But for the few who do not, we move into a collection phase," explained Larry Lowden, application development manager at the Wisconsin Department of Revenue

DTS is used for case management and coordinating everything involved in collections, including hearings, installment agreements, wage certifications, levies, bankruptcy, and warrant filing. More than 100 field agents throughout the state and 65 central office staff in the capital, Madison, use the system. The data and transactions processing reside on the state's mainframe.

According to the Department of Revenue, the implementation of DTS has had the following benefits:

- Increased productivity of professional staff
- Easy availability of case information state-wide
- Reduction of overhead through consolidated printing and electronic warrant filing
- More centralized and standardized treatment of cases

"This system enables us to have more information than we previously had and automates many tasks that were done manually with the old system," said Vicki Siekert, director of compliance in the Department of Revenue, Division of Income, Sales, and Excise Tax. "And with the new case-notes feature, any revenue agent who reviews an account can get a good feel for the history of that account."

Just as DTS provides much more functionality for users, ObjectStudio simplified the development and continued maintenance of this strategic information system. Ten developers worked on the creation of DTS, six of whom worked with ObjectStudio. Now, just two or three developers, as only part of their duties, focus on maintaining and expanding the ObjectStudio portion of the system, further reducing the overhead costs of the project.

"We can issue new versions as quickly as anybody might want them," Lowden said. "Compared with using COBOL and CICS, maintaining object-oriented applications is much easier. With ObjectStudio, the benefits and the ease of use are really there."

And that ease of use has translated into real productivity gains, Siekert said. "In the last couple years, we've been much more successful at meeting our collection goals. I can say that the Delinquent Tax System has certainly helped our efforts."

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