

CASE STUDY

## Maine Revenue Services

“THE TIME SAVINGS WE HAVE REALIZED WITH THE WEB-BASED PLATFORM MAKE A SIGNIFICANT BUSINESS IMPACT.”

Karin Peterson, Director of Maine Revenue Services IS

MAINE REVENUE SERVICES  
IMPROVES TAX DOCUMENT  
PROCESSES AND ENHANCES  
THE DELIVERY OF CUSTOMER  
COMMUNICATIONS WITH DOC1.



### Challenge

In 2005, Maine Revenue Services sought to replace its legacy mainframe application. The Maine Automated Tax System (MATS), built on outdated technology, was difficult and expensive to use, and struggled with current IT tools and services. This caused significant challenges in the production and processing of tax and correspondence forms.

### Solution

Working with Revenue Solutions, Inc., Maine Revenue Services chose Pitney Bowes Business Insight's DOC1® to improve its tax document process and enhance delivery of customer communications. DOC1 enables Maine Revenue Services to create documents for multi-channel delivery, and meet document generation requirements by migrating onto a web-based platform.

### SUMMARY

Maine Revenue Services (MRS) collects approximately 98% of all general fund revenues for the State of Maine by administering 48 different taxes. The mission of Maine Revenue Services is to be the most effective, innovative agency serving the citizens of Maine. Previously MRS was using a legacy tax system called the Maine Automated Tax System (MATS) to develop tax notices and documents as part of overall tax processing. Users found that the documents were unable to integrate seamlessly with web-based services like Microsoft or Excel. In 2006, Maine Revenue Services began the process of reengineering the MATS legacy system to migrate off the mainframe onto a web based platform. They worked with Revenue Solutions, Inc. to select and integrate DOC1® from Pitney Bowes Business Insight into the total tax processing solution.

Maine Revenue Services produces over 200 different notices such as past due and billing documents. However in the MATS system, portions of notices were hard coded, so a programmer would have to go into the body of the text to make the change. The process of

adding to a notice or making small changes was time consuming. With the DOC1 document composition solution, programmers can go into the DOC1 designer quickly and adjust or change text within the notice. For example, when MRS gets a request for an address or phone number update, a programmer can now make the change in the DOC1 designer. Prior to that, simple text changes had to be done in the legacy program and took much longer to make the adjustment. With the ease of use of DOC1, it is possible for non-programming staff to make a simple change to a tax notice without a significant time commitment.

“The time savings we have realized with the web-based platform make a significant business impact,” says Karin Peterson, Director of Maine Revenue Services IS. “MRS can now save hours of time once used for manually adding in information into tax notices. Now, this information is easily accessible, improving productivity and helping develop notices using DOC1 in a much more intuitive and quicker fashion.”

## WITH DOC1, MAINE REVENUE SERVICES IMPROVED THE EFFICIENCY OF ITS DOCUMENT CREATION PROCESS FOR ALL TAX NOTICES.

Karin Peterson, Director of Maine Revenue Services IS

### RESULT

Since implementing the Pitney Bowes Business Insight DOC1 solution, Maine Revenue Services improved the efficiency of its document creation process for all tax notices. The development of a new document in DOC1 is much more intuitive and quicker than the previous system. "We used to clone a new notice from an existing one and make additional changes for the new notice," says Peterson. "Now development of notices is the same for both new and existing notices, enabling the whole process to be less time-consuming."

MRS processes more than 219 different notice types through DOC1. Simple changes can be completed very quickly. Programmers can quickly generate a file and deploy it to the test region so users can test the changes for a particular notice, and at the same time they can work on DOC1 coding for the next notice.

"We are seeing great benefits from this migration to DOC1. Not only can our department centralize and simplify management of document design resources and job set-up," says Peterson. "We now have the capability to create, manage and deliver customer communication notices that give a better service to the citizens of Maine."

### UNITED STATES

One Global View  
Troy, NY 12180  
1.800.327.8627  
pbbi.sales@pb.com  
www.pbinsight.com

### CANADA

26 Wellington Street East  
Suite 500  
Toronto, ON M5E 1S2  
1.800.268.3282  
pbbi.canada.sales@pb.com  
www.pbinsight.ca

### EUROPE/UNITED KINGDOM

Minton Place  
Victoria Street  
Windsor, Berkshire SL4 1EG  
+44.800.840.0001  
pbbi.europe@pb.com  
www.pbinsight.co.uk

### ASIA PACIFIC/AUSTRALIA

Level 7, 1 Elizabeth Plaza  
North Sydney NSW 2060  
+61.2.9437.6255  
pbbi.australia@pb.com  
pbbi.singapore@pb.com  
pbbi.china@pb.com  
www.pbinsight.com.au

### THE PITNEY BOWES BUSINESS INSIGHT ADVANTAGE

Through the partnership with Pitney Bowes Business Insight, and the implementation of the DOC1 solution, Maine Revenue Services has dramatically improved their tax document creation process, gained workflow flexibility, cut costs, and increased both customer and employee satisfaction.



Every connection is a new opportunity™