Does the ability to raise revenue without raising tax rates, imposing new fees or hiring new employees sound too good to be true? At CGI, we have been helping clients accomplish this feat for over four decades. In fact, our solutions have delivered over $5 billion in certified revenue increases.

**CGI ADVANTAGE OBLIGATION RECOVERY**

Implemented in more than 20 federal, state, provincial and local governments, CGI’s Advantage Obligation Recovery’s case management tool provides flexible workflow and automated legal action capabilities specifically built for government. It supports numerous tax and non-tax delinquent receivables, while consolidating multiple debts for a single debtor into a single case.

**Key features:**

- **Tools for proactive automated obligation recovery.** Government obligation recovery agencies face an ever-growing number of delinquent cases, with fewer and fewer staff to work those cases. Through automated correspondence, liens, levies and garnishments, along with follow-ups and ticklers, our software allows collectors to focus on the cases that truly need human intervention, while the majority of cases can be pursued automatically by the system. In addition, debtors can initiate self-service payment agreements from the web or by touch-tone telephone on a 24/7 basis.

- **Flexible, table-driven business rules.** Case management workflow is implemented through comprehensive table settings, so business users can easily define and configure their client-specific, optimal workflow. It enables sophisticated workflow strategies, including segregation of accounts by risk, level of noncompliance and/or case status, enabling letters to be sent at appropriate intervals, allowing timely follow-ups, and sorting cases by risk, balance, order of importance or other factors.

- **Flexible, ad-hoc reporting.** The solution provides an on-demand reporting facility that can be used by managers to track and measure individual, group and organizational performance, as well as trends, error reporting, exception account management and operational tracking.

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**A POWERFUL COMBINATION**

While each application can be implemented independently, together Advantage Obligation Recovery and Strata form a powerful, comprehensive solution. Advantage Obligation Recovery can execute debt recovery strategies based on the risk scores determined by Strata.

Benefits of the combined solution are:

- Increased revenue recovery
- Automated, involuntary recoveries
- Reduced costs
- Better prioritization of limited resources
- Improved administration of accounts receivable
- Effective staff utilization
- Improved customer service

[CGI Advantage® Obligation Recovery and Strata Risk Management](cgi.com/tax)
• **Computer-based training (CBT).** CGI can provide a sophisticated CBT based on our proven training methodology, which enables staff to become proficient quickly. In addition, the CBT ensures consistent training, reduces costs for future training for new staff and helps reduce training costs when staff is dispersed over a wide area.

• **Commercial off-the-shelf (COTS).** This COTS package enables rapid implementation of a wide range of features developed specifically for government agencies. Many of the customizations that might otherwise be needed can be accomplished through simple table setting changes.

• **Flexible architecture.** The solution is built on a flexible, open, web-based architecture allowing government to implement the system generally within their preferred architecture. Its modern user interface allows users to run the software with just a browser.

**STRATA ENTERPRISE BUSINESS RULES ENGINE**

Strata is a sophisticated enterprise rules engine that evaluates each delinquent debt account and assigns it a risk score based upon the likelihood of repayment within a specified time period. It is used by more than 300 organizations across the public and private sectors.

For government, Strata facilitates different obligation recovery strategies based on the risk of nonpayment. Given that low-risk accounts are likely to self-cure, Strata helps government automatically determine the best recovery strategy for each case, enabling agencies to target limited resources on the highest risk cases. CGI clients that have implemented Strata with their CGI Advantage Obligation Recovery systems have seen a 10-15 percent increase in delinquent collections without adding staff.

**Key features:**

• **Risk-based approach for obligation recovery strategies.** With Strata, an agency can use predictive models to forecast the probability of payment for taxpayers as they enter payment agreements, and then assign those taxpayers scenarios that are the most appropriate to their level of risk.

• **Effective staff utilization.** Strata lets agencies focus limited resources on the cases that truly need personal intervention. For example, lower-risk taxpayers may be sent additional notices before they are assigned to a collector, while higher-risk taxpayers may receive an immediate phone call or field visit. Once the case is assigned, the agency can use risk scores to prioritize which cases receive immediate attention.

• **Improved customer service.** Strata gives lower-risk taxpayers ways to self-comply, reducing unnecessary intrusions or harsh treatments.

• **Sophisticated reporting capabilities.** Strata’s proven methodology for evaluating and reporting on the effectiveness of risk models and decision logic allows for experimentation and rapid improvement in selecting the most effective treatments for taxpayers with similar characteristics.