Technology Implementation Services

To create value, technology must be thoughtfully and strategically deployed to maximise the efficiency and profitability of your business and its tax operations. Whether it's the automation of tax return preparation or the full-scale implementation of a tax decision-making software application, we help our clients realise the full potential of their tax technology solutions.

We ensure the success of each project with proven service and implementation methodologies that are tailored to meet our clients' needs at each stage of the process. Our clients receive advisory services that include vendor selection, requirements gathering, and the design of the solution itself. By deploying a holistic approach to software implementation, Ryan helps clients define and develop optimum processes, build business relevant tax research, assist with interface design and development, configure and implement the tax technology solution, integrate tax returns, train system users, and manage the post-implementation processes. Our global team operates as a single team, so we utilise the best resources for the project regardless of location without the need to negotiate internally.

Working as Your Implementation Partner

Every project our tax technology professionals undertake is approached as a partnership with our clients to yield exceptional results by combining your organisational knowledge with our depth of expertise in major enterprise resource planning (ERP) systems as well as custom solutions with international tax systems. As a certified implementation partner of third-party tax applications, we have extensive experience and knowledge in deploying these products. We have created RACI charts in conjunction with the software vendors, detailing all the required tasks for deploying their solutions that can be modified to meet our clients' specific needs. We can scale the correct resources up or down as required to deliver solutions on time and on budget and plan when these resources will be required for key phases.

For global projects, it is key to ensure a global solution. This will minimise any rework by ensuring the tax application configurations for a country are the same regardless of the source system. Having a team that also understands the root causes and stays away from quick fixes/patches is particularly essential during testing. Ryan has a broad team of experts with deep specialisation in specific areas of tax. The team's combined knowledge brings together business process expertise with the functional and technical proficiency required to deploy the best solutions. Furthermore, the team goes deeper into the ERP side of an implementation project than others, with many of our team members being ERP-certified in addition to their tax engine certifications.
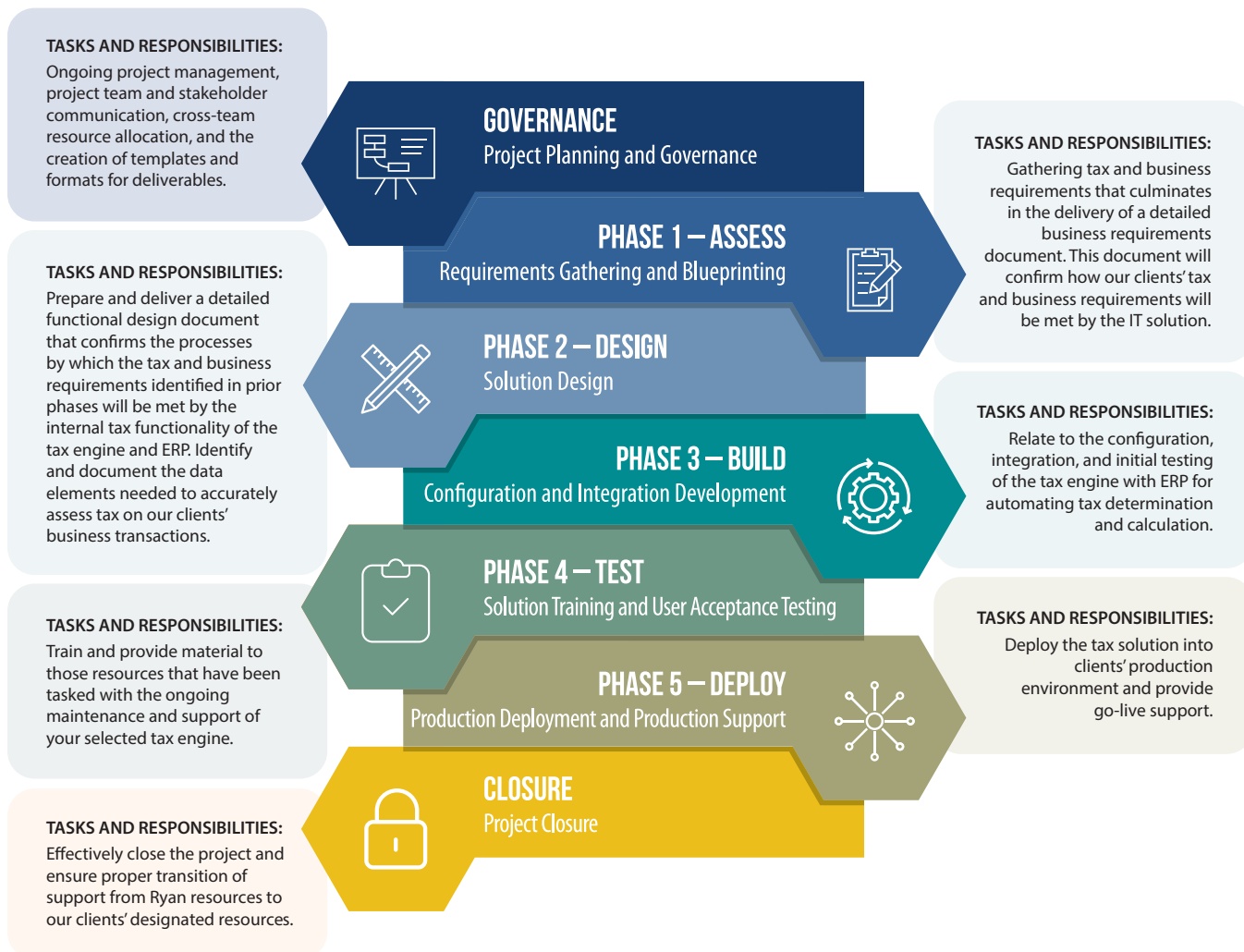
Working in Challenging Jurisdictions

Ryan is widely recognised in the tax engine community as an expert in Latin American deployments. The challenges that countries like Brazil and Argentina present to a tax engine implementation means the integration may need to be modified to enhance data availability. We understand the gaps and how to mitigate them. Tax content, as well as its maintenance, can be challenging. Ryan has extensive experience providing input to the software vendors to enhance their tax content. Configuration can also be complicated because of business requirements or engine capabilities. Ryan's team in Brazil is specifically dedicated to Brazil and Latin American tax engine deployments and operates without any language barriers.

Methodology and Approach

Our standard methodology for deploying indirect tax applications is set out below.

TASKS AND RESPONSIBILITIES: Ongoing project management, project team and stakeholder communication, cross-team resource allocation, and the creation of templates and formats for deliverables.

GOVERNANCE
Project Planning and Governance

TASKS AND RESPONSIBILITIES: Gathering tax and business requirements that culminates in the delivery of a detailed business requirements document. This document will confirm how our clients' tax and business requirements will be met by the IT solution.

PHASE 1 — ASSESS
Requirements Gathering and Blueprinting

TASKS AND RESPONSIBILITIES: Prepare and deliver a detailed functional design document that confirms the processes by which the tax and business requirements identified in prior phases will be met by the internal tax functionality of the tax engine and ERP. Identify and document the data elements needed to accurately assess tax on our clients' business transactions.

PHASE 2 — DESIGN
Solution Design

PHASE 3 — BUILD
Configuration and Integration Development

TASKS AND RESPONSIBILITIES: Relate to the configuration, integration, and initial testing of the tax engine with ERP for automating tax determination and calculation.

PHASE 4 — TEST
Solution Training and User Acceptance Testing

TASKS AND RESPONSIBILITIES: Train and provide material to those resources that have been tasked with the ongoing maintenance and support of your selected tax engine.

PHASE 5 — DEPLOY
Production Deployment and Production Support

TASKS AND RESPONSIBILITIES: Deploy the tax solution into clients' production environment and provide go-live support.

CLOSURE
Project Closure

TASKS AND RESPONSIBILITIES: Effectively close the project and ensure proper transition of support from Ryan resources to our clients' designated resources.

Phased Tasks and Deliverables

To best utilise our standard project methodology, Ryan's approach will be customised to address our clients' unique tax requirements. Each phase yields tangible deliverables and provides our clients with clear checkpoints to assess project performance. We anticipate an interactive process with your team, during which the progress and any issues identified in each phase will be discussed and addressed on an ongoing basis.

Next Steps

Get in touch with our experts today to discover how we can help with your next technology implementation.

Award-Winning Tax Services

For additional information

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