

## Tax & Accounting

# Tax Technology Action Plan for Growing Firms

**A 5-step worksheet  
to evaluate your  
tax workflow**

Whether your busy season was good or bad, there's always room for improvement. Evaluate how your firm is performing in these five key areas to get started on your technology planning for next year.



### 1 Reduce time spent on administrative tasks

69% of firms are using technology to decrease time spent on administrative tasks, increasing time spent on core business.

*What would you do with the extra time?*

- ☐ Transform client data collection with an interactive collaboration hub that walks clients through the tax workflow step-by-step.
- ☐ Organize electronic documents automatically and flow the data directly into returns.



### 2 Automate the tax preparation workflow

51% of firms are using technology to reduce or eliminate manual, repeatable tasks

*Is your process manual or automated?*

- ☐ Standardize and optimize your workflows with a centralized system for tracking tasks and deadlines.
- ☐ Reduce the steps needed for complex returns, for example automating K-1 data import or dynamically linking trial balance data for business returns.

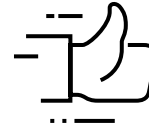


### 3 Improve staff performance with streamlined reviews

63% of firms report that technology helps in the areas of staff engagement and morale.

*How can you help your staff work better?*

- ☐ Give your staff self-service tools so they can catch errors earlier in the process.
- ☐ Streamline communication and collaboration with online review tools like actionable notes and interactive diagnostics.



### 4 Deliver premium client service

68% of firms reported technology helped them offer more services per client.

*What additional services are your clients requesting?*

- ☐ Increase client satisfaction by providing a digital client experience, including e-signatures and e-payments.
- ☐ Grow client relationships beyond the annual tax preparation by offering tax planning and advisory services.



### 5 Get more out of your technology

79% of firms reported that advances in technology have led to reduction in the hours spent working on a return.

*Were you able to find the help you needed, when you needed it?*

- ☐ Get the answers you're looking for, on demand, by trying out self-service tools like chatbots, knowledge base articles and videos.
- ☐ Make use of online support options like live chatting with a support representative or submitting an online support ticket.