

# DELTA

## The Louisiana Experience

**Kenneth Comeaux**

**Greg Montagnino**

**EDR**

# LDR

## Louisiana Department of Revenue

- 816 Full Time Employees
- 1.8 million Individual Taxpayers
- 100,000 Business Taxpayers
- FYE June, 2004 Collected \$ 6.2 Billion
  - Accounts for 35.4% of State Budget
  - Budget for FYE June, 2005 is \$ 79 million

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# Business Problem

- 25-year old Technology
  - Built with in-house staff in the 1970's
  - Difficult to change
  - Very costly to maintain
  - Lacked open architecture
    - Future development and enhancements were limited
    - Each tax separate application

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# 1<sup>st</sup> Solution

- Cooperative Endeavor to custom build an integrated tax system (1997)
  - 3 years and several million dollars
  - Progress was minimal
  - More time and more money needed
- Contract terminated in 2001

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# LDR Objectives

- Manage risks with a proven solution
- Minimize high maintenance costs
- Avoid dated technology
- Allow for quick & easy implementation of legislative changes and enhancements
  
- Implement 20 taxes in 3 years
- Stay within appropriated funds

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# 2<sup>nd</sup> Solution

- COTS Application
  - Proven Product
  - Rapid Deployment
  - Configure not code
  - Driven by business rules, not IT
  - Utilize familiar desktop tools
    - Windows interface
    - Word
    - Excel

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## 2<sup>nd</sup> Solution

- RFP issued in early 2002
- Contract award to Fast Enterprises
  - Gentax®
- Began work July, 2002
  - 1<sup>st</sup> three taxes implemented February 2003
- DELTA Project
  - Defining Excellence in Louisiana Tax Administration

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## Advantages of Gentax®

- Totally integrated system
- Revenue Accounting is part of the package
- Plain English – no codes
- Changes are rapid
- Training of employees is much quicker
- Prioritizes delinquent accounts for collection purposes
- Ad hoc queries to retrieve data

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# DELTA Benefits

- Taxpayers
  - More convenient
  - More responsive
  - Fairer/Equitable
- State
  - Increased revenues
  - Faster distribution of revenues
  - Improved cash flow

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# DELTA Benefits

- LDR Employees
  - Better Tools
  - No codes
  - Error identification
  - Uniformity
- Agency
  - More efficient
  - Cost to operate reduced

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# The Future of DELTA

- TAP (Taxpayer Access Point)
- Standalone Collections

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# DELTA An IT Perspective

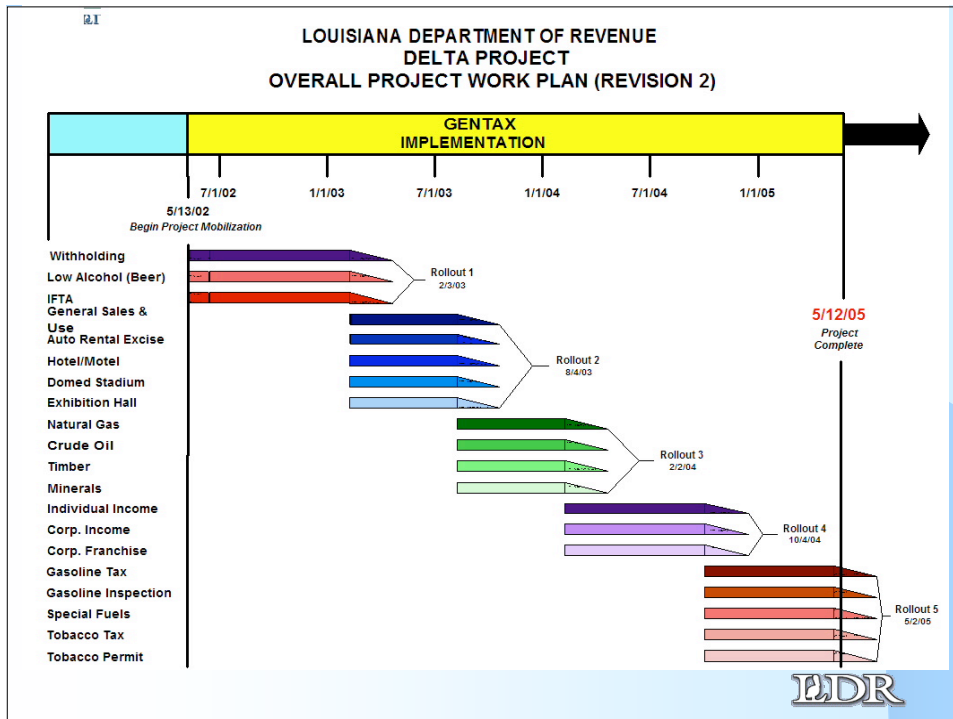
- RFP Issued Feb 2002
- Contract Awarded April 2002
- Project Started May 2002
- 5 Phases
  - Contract for the 1<sup>st</sup> phase to reduce risk
  - Contract Amendments for each additional phase

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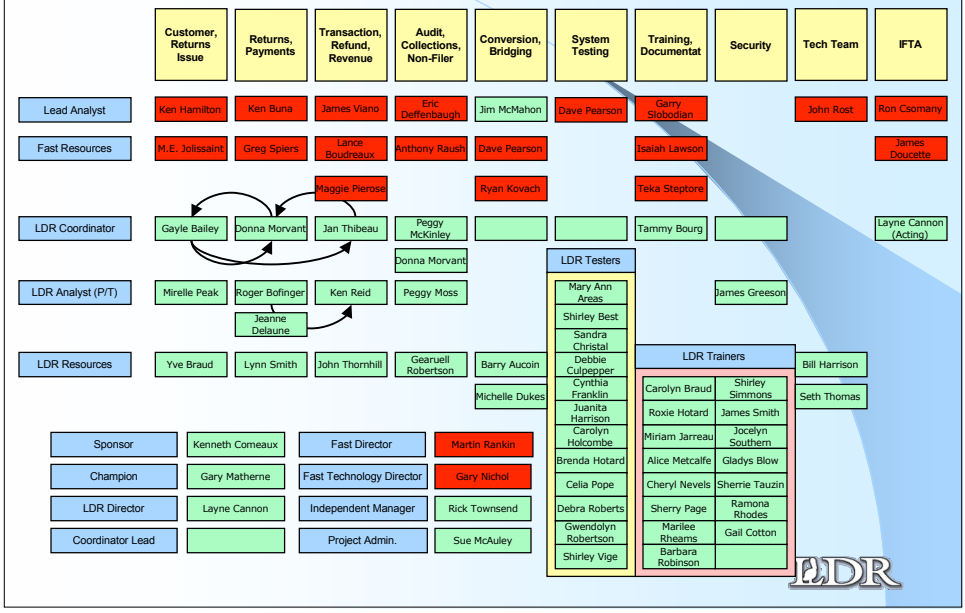
# DELTA

## An IT Perspective

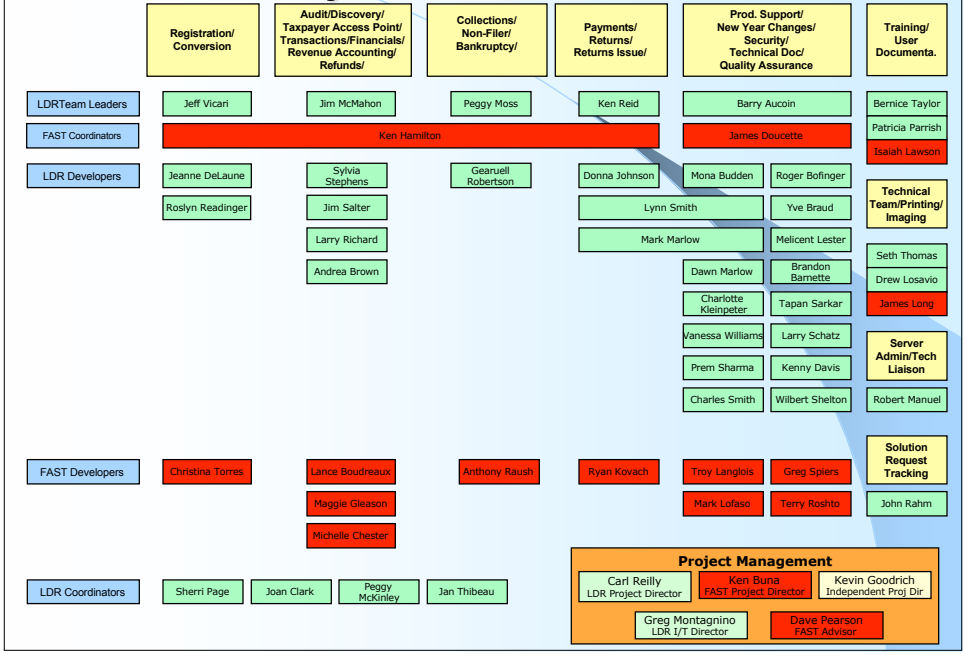
- 20 Taxes in 3 years
- 5 rollouts
- 50 Full time staff
  - 15 Fast (24 at peak Fast Involvement)
  - 35 LDR
- LDR staff participate in Management, Implementation, Configuration, Data Conversion, Training & Production Support



# Project Team – R1



# Project Team – R5





# IT Critical Success Factors

- **Selecting the right product, vendor and staff**
- **Fostering a strong partnership among IT, business community, and vendor**
- **Operating on a modern platform**

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