

Keane Client Story:

Industry: City, County, and State Governments

Offering: EZ DEC Property Transfer Tax System



Keane Develops Joint Intergovernmental/Private, Web-based Real Property Transfer System

EZ DEC accelerates the property transaction process, eliminates redundant effort, reduces errors, and significantly lowers administrative costs.

Abstract

The City of Chicago, Cook County, and the State of Illinois together with private industry have united to participate in a joint, multiagency solution to replace the legacy transfer tax stamp process with the EZ DEC solution developed by Keane. EZ DEC is a web-based, open source

technology system which is resident in the cloud and used to file real property transfer tax declarations online. EZ DEC will be rolled out to counties throughout the State of Illinois in the near future.

EZ DEC eliminates the need for filing paper transfer tax forms, duplicate entries, redundant questions, and the manual calculation of tax. In addition, it eradicates the practice of faxing or emailing paper forms, pre-payment of stamp credits, and title company walk-ups for large dollar transactions.

Challenge

The City of Chicago Department of Revenue was seeking ways to streamline its real property transfer tax process. The existing process involved filing paper transfer tax forms, manual and duplicate entry of data, faxing or emailing forms, and the use of and maintenance of costly stamp machines. The procedure was time consuming for constituents buying, selling, and registering property and difficult for the

attorneys, title companies, and government officials who enable and administer the process. To make matters worse, this method was duplicated on a county and state basis. As a result, the real property transfer process was extremely slow and complex, requiring significant and redundant efforts by the private sector and considerable man hours by the associated governmental agencies.

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Solution

The City of Chicago Department of Revenue retained Keane to develop a solution to automate, streamline, and diminish the time, effort, and expense associated with the real property transfer tax process. Keane was retained based on its world class program and project management competencies, organizational change management expertise, and ability to work well with both the public and private sectors.

After reviewing and analyzing the existing process, Keane quickly determined that an effective real property transfer solution would require a comprehensive, intergovernmental, public-private partnership. Cook County and the State of Illinois then joined together with the City of Chicago to design and implement a multi-agency solution. Title companies, attorneys, and other representatives of the

private sector were then invited to participate in the analysis and design of the process and proposed system. An intergovernmental agreement was signed by each agency and a joint executive committee was formed to meet weekly and provide governance for the development and execution of the new system.

After fourteen months of effort, the EZ DEC system was designed and implemented using an Internet-based user interface, open source technology, and an Oracle database. The new system was also constructed to reside in the cloud since it required an infrastructure that could be utilized by all governmental entities. EZ DEC has been extremely well received by the City of Chicago, Cook County, and the State of Illinois. Current plans are to roll out the new system to approximately 100 other state counties in the near future.

Results

EZ DEC eliminates the need for filing paper transfer tax forms, duplicate entries, redundant questions, and the manual calculation of tax. In addition, it eradicates the practice of faxing or emailing paper forms, pre-payment of stamp credits, and title company walk-ups for large dollar transactions.

The new system automates calculations and exemptions, pre-populates information, and integrates city, county, and state questions. In addition, it reduces man hours needed for verification and errors and the need to maintain machines. Users can now easily obtain stamps online via the system.

More importantly, EZ DEC generates the following benefits for both the public and private sectors:

- » Accelerates the process for the payment of real property tax.
- » Significantly reduces transaction error rates.
- » Decreases administrative costs and eliminates the expense of post transaction collections.
- » Enhances cash flow via daily wire transfers and eradication of non eligible exemptions.
- » Provides transparency and visibility into the life of a declaration.

Keane's State & Local Government Practice offers public sector customers proven IT applications and infrastructure solutions to solve their most difficult challenges. In fact, government is one of Keane's largest vertical sectors representing over 25% of company revenues. Keane's major state and local government solutions include: human services, health, education, divisions of banks, natural resources, transformation, criminal justice, business licensing, tax and finance, and payment processing.

About Keane

Keane, an NTT DATA Company, is an IT services firm headquartered in the US with more than 12,500 professionals worldwide. For 45 years, Keane has been an Application Services specialist with distinguished project management credentials. Today, we offer a flagship suite of Application Services, as well as Infrastructure and Business Process Outsourcing solutions delivered through onsite, nearshore, and offshore resources.

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