



## Commercial-off-the-Shelf (COTS) Integrated Tax Systems

How to Choose the Right COTS Integrated Tax System for Your Agency

### The Benefits of COTS Solutions

An agency's choice to go with an Integrated Tax System solution is often based more on specific risk and cost parameters than on technical specifications. The choice to select a Commercial-off-the-Shelf or COTS Integrated Tax system offers Agency management a degree of certainty and reduced risk.

#### INTEGRATED TAX SYSTEM COTS PRODUCTS ARE DESIGNED TO BE:



**Immediately operational**



**Designed to their specific purpose**



**More cost effective than building a proprietary solution**

### Not All COTS Solutions are Created Equal

Many solutions are described as Integrated Tax System (ITS) COTS products, however, there is a significant spectrum of functionality across these solutions. Here are some general points to keep in mind:

- COTS is a generic term for out-of-the-box software for a core operational product used by multiple customers.
- In general, COTS systems overall development and implementation costs are lower and meet the most common requirements of a broad customer base.
- However, ITS COTS products can vary significantly in their ability to provide the client with:
  - Configurability
  - Transparency
  - Flexibility
  - Extensibility
  - Future Data Independence

# The RSI Guide to COTS Products



RSI has identified two categories of COTS products across the spectrum: ITS COTS, which are more traditional in their offerings. Versus ITS COTS<sup>10</sup>, which is labeled as such to denote the advanced power and flexibility of these solutions.

Careful consideration should be given in determining which ITS COTS best meet an agency's specific requirements.

## RSI Summary

ITS COTS	ITS COTS <sup>10</sup>
<p>ITS COTS software is typically developed within a rigid framework. User training and technical support materials often focus on what the system can and cannot do – and how the organization must change their business processes to “fit” the ITS COTS system.</p>	<p>ITS COTS<sup>10</sup> continues to be out-of-the-box operational, but also offers greater configurability both now and in the future. These systems are modular and can be incrementally implemented and allow for long-term, greater user independence, as well as staying abreast of the latest technology advances.</p>
<p><b>Closed System</b> Systems are confined to a single, holistic product built by a solution company. This means any non-standard modification to the system is impossible. These restricted systems are often used for expedited implementations, limiting unique client configurations and modifications.</p>	<p><b>Open System</b> Systems are open and, therefore, can be highly configurable to meet unique client requirements. Clients have access to their data and can use it as needed.</p>
<p><b>Non-Extensible</b> Systems are entirely self-contained and built in-house. This means agencies are not able to take advantage of external third-party “best of industry/ best-of-breed” components (e.g., correspondence system, business rules management, web portal) because of the challenges of integrating with the self-contained solution.</p>	<p><b>Extensible and Modular</b> A single, flexible platform facilitates new capabilities and functionality, now and in the future. This also supports incremental implementation to manage risk.</p>
<p><b>Vendor-Dependent</b> System updates and future releases must be performed exclusively by the solution company.</p>	<p><b>Client Self-Sufficiency</b> Systems enable client administrators to customize business rules to meet needs of the business, therefore, allowing for self-sufficiency. With a business rules engine, the client is able to make software changes without relying upon the solution provider involvement.</p>
<p><b>Proprietary and Opaque</b> Systems are entirely proprietary, opaque, and inaccessible to the client-user.</p>	<p><b>Industry Standard</b> Systems use the current industry standard language and platform, which allows for integration of best-of-breed technology.</p>
<p><b>Critical Mass Requirement</b> Software enhancements and new features are dependent upon a critical mass of the prospective and existing customer base before being developed.</p>	<p><b>Highly Configurable</b> Systems support configuration for client specific features and processes. Solution is able to adapt to client requirements with no need to await critical mass market demand.</p>
<p><b>Business Process Change Required</b> Systems require business processes to change to mirror system architecture. Organizations must redesign existing processes and policy to be compatible with the new systems, sometimes resulting in a step backward for the agency.</p>	<p><b>Business Process Change Optional</b> Systems are adaptable to existing business processes; the organization is not forced to change business processes and policies to accommodate a rigid system and can retain their existing best practices.</p>

## About RSI

RSI's mission is to streamline government operations and improve citizen services through the delivery of transformative technologies.

State and Municipal government agencies rely on RSI's extensive expertise in business and technical domains. With a dedicated team of full-time business and information systems consultants and a suite of software solutions, RSI is one of the largest organizations of its kind dedicated exclusively to government. RSI provides tax processing and collections (income, business, property, employment, etc.) solutions for state and local agencies. RSI's solutions have generated more than \$2 billion in increased revenue for clients.



## About Revenue Premier®

Revenue Premier®, RSI's flagship product, provides an integrated, functional and advanced technical solution to support the processing, tax accounting and compliance functions of a revenue agency. Revenue Premier consists of four primary modules – Integrated Tax Processor, Collections Manager, Portfolio Warehouse and Audit Manager. Revenue Premier boasts an open technical design and a set of shared services, which provide vast flexibility for reusing services, integrating other products and a variety of supporting technical infrastructure options.

Revenue Premier® is a modular solution that can be implemented according to the priorities and budget of the client.

## RSI Can Help

For more information on our tax, unemployment, and related agency services, contact us! Let us be your partner into the future. **Call Today**



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