



KPMG OnDemand Indirect Tax Services

Ongoing tax engine configuration maintenance and support services from KPMG

Regardless of which tax engine software you license, when it was implemented, or who implemented it, KPMG Indirect Tax Technology professionals help your company focus on more important priorities by maintaining your tax engine for you. Our top differentiators include:



Consistency: OnDemand Indirect Tax Services can reduce the risk of inconsistency often experienced by organizations going through periods of workforce changes. KPMG will maintain documentation of all aspects of your tax policy configurations.



Vendor alliances: KPMG has strong connections with tax engine vendors and our professionals have developed deep, technical knowledge working with all types of third-party tax engines. Our frequent communication and dedicated access channels with key vendors allow us to escalate software-related concerns when needed.



Value: KPMG can remove the burden of tax engine configuration, troubleshooting, documentation and overall tax policy maintenance from your overwhelming list of responsibilities.

Our services

KPMG can help you put in place effective, thorough maintenance processes through the use of the KPMG Support Site ticketing system and our standardized leading practices approach to troubleshooting, configuration promotion, and documentation.

Components	Software provider	KPMG
Cloud-based software	✓	
Hosted architecture support	✓	
API integration, installation, and support	✓	
Content and software updates	✓	
Implementation—project management and tax configurations		✓
User acceptance testing support		✓
Configuration maintenance		✓
Documentation of tax configurations		✓
Tax consulting		✓

Benefits

KPMG OnDemand Indirect Tax Services can benefit your company in multiple ways:



Resolve tax engine issues quickly with the help of readily available resources



Preserve and retain all documentation for historical purposes and audit support



Work with an experienced KPMG team of professionals who understand your business and know your source systems



Improve internal audit effectiveness with consistent managed processes



Obtain thorough indirect tax support when sudden business or system changes arise

How it works

We offer two service models to assist you with your tax engine needs:

Components	Managed services		Managed services "lite"	
	KPMG	Client	KPMG	Client
Tax engine configuration and maintenance	R/A	C	C	R/A
Tax results troubleshooting	R/A	C	C	R/A
Tax configuration documentation updates	R/A	I	C	R/A
Access to add and edit tax engine configurations	Full access	View only access	Limited access	Full access
User administration	R	A	N/A	R/A
Communicate and resolve issues with software vendors	R/A	C	I	R/A
KPMG support ticketing system to raise and track issues to resolution	Yes		Yes	

R = Responsible

C = Contributes

A = Accountable

I = Informed

We can provide support-related services throughout the your tax engine ownership lifecycle. You can connect with your KPMG team to make changes to configurations, raise questions about tax calculation results, troubleshoot system-related concerns, or discuss tax policy advice.

About our team

Our professionals have extensive tax-related backgrounds and bring their understanding of practical and technical tax issues into the configuration and support process. They also have the technology skills to help you bridge the critical gap between your tax and information systems groups to achieve an integrated tax approach.



Why your organization may need KPMG OnDemand Indirect Tax Services

- No dedicated indirect tax technology team or department
- Limited resources available to maintain and configure your tax engine software
- Tax engine does not deliver accurate tax results and requires updates for current business scenarios
- Expansion into new tax jurisdictions and regimes
- Acquisition of new entities or there have been additions of new products

Contact us

To learn more about KPMG OnDemand Indirect Tax Services, please contact:

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