

# Full Service Solutions Successfully Advancing the IRS Mission

*A trusted partner with an unparalleled insight*



From implementing complex legislative changes to executing modernization strategies and creating new taxpayer engagement channels, the Internal Revenue Service (IRS) faces challenges unlike any other agency. Since 1991, MAXIMUS Federal has served side-by-side with IRS staff to resolve many of these mission-critical

efforts — all while helping provide a stable, secure, and reliable environment that enables taxpayers to file their taxes, the IRS to process returns in a timely manner, and ensuring they achieve clean GAO audits. MAXIMUS Federal is working with the IRS to embrace modernization with new technologies while improving the taxpayer experience.

## SERVING THE IRS SINCE 1991

- 1991 – Master File Tasking Start
- 1997 – Customer Account Database Recovery
- 2003 – Financial Audit Database Recovery
- 2004 – Began FOCUS Training to IRS Employees
- 2005 – TIPSS-3 Award
- 2006 – Implemented Custodial Subledger Hearing Impaired
- 2007 – T-net Engineering and Implementation
- 2008 – Eliminated Financial Reporting Material Weaknesses
- 2009 – Trained 145 personnel for ACA Implementation
- 2010 – TIPSS-4 Awarded
- 2011 – Implementation of ACA Data Exchange
- 2012 – First successful ITIL implementation
- 2012 – Implemented KI Link Tool (YK1)
- 2013 – Conversion to Daily Processing
- 2014 – Implemented Data-Compare Tool
- 2015 – Enhancement to the Enterprise Service Bus
- 2017 – Implemented Private Debt Collection
- 2017 – Agile Contract Award
- 2018 – Implemented Passport Tax Validation
- 2019 – DevOps Implementation Award
- 2019 – IT Security Implementation Award
- 2019 – Tax Reform Implementation Award
- 2020 – ITFMAS Award

For more than 25 years, we have developed deep knowledge of the IRS systems, infrastructure, processes and culture — enabling us to serve as a critical asset for keeping the IRS on mission, on schedule and on budget.

MAXIMUS Federal provides a broad range of technology and business process solutions, tailored to address unique needs of the IRS.

- Modernization Initiatives
- Legacy Software Maintenance & Development
- Agile Development
- Case Management
- DevOps
- Network Engineering and Capacity Management
- Citizen Engagement
- RPA and AI Solutions
- Big Data Management
- Data Analytics
- Improper Payments
- Debt Management
- Taxpayer experience

### Accreditations and Certifications:

- ISO 9001:2015
- ISO 20000:2011
- ISO 27001:2013
- CMMI Level 4 for Development and Level 5 for Services
- SAFe Agile
- FedRamp Telephony Stack
- DevOps Dashboard
- Unstructured Data Management
- Systems Modernization
- Case Management
- Business Process Optimization
- Cloud Migration
- Enterprise Systems Management
- Network Capacity Management
- Customer and Citizen Service
- 15 Contact Centers recognized as Certified Centers of Excellence by Benchmark Portal
- Center for Disease Control (CDC) Certification and Accreditation
- FedRamp Authorized
- SSAE18 Certified

## SUCCESS IN ACTION

### We Bring Technology and Insight that will Empower the IRS into the 2020s

MAXIMUS Federal has supported the IRS for over 30 years — through 28 filing seasons, 16 successful GAO audits, and innumerable regulatory and legislative changes. Over that time, the MAXIMUS IRS team has grown to over 250 exceptionally dedicated professionals. When the largest tax reform in history took place in 2018, we were there to update the Masterfile — with no problems identified. Our work bridges the gap to modernization and helps the Service meet the ever-increasing demands of the taxpayer. As a trusted partner, we work directly with the IRS to ensure continuity of voluntary tax compliance which provides funding for the U.S. Federal government — collecting close to \$2B each year.

*After implementation of a difficult legislative change, an IRS Director said he is appreciative of MAXIMUS Federal for our “leadership in driving toward and representing so well IRS guiding principles and strategies specifically using common components, service orchestration, and working freely across organizational boundaries **focusing on possibilities and not barriers...** bringing a new level of cooperation and professionalism to our relationship and that we came out with **a better solution to the challenges.**”*

MAXIMUS Federal is entirely focused on *Helping Government Serve the People®*. For decades, we have helped federal agencies run large, complex programs by leveraging the right people, process and technology to deliver a full life cycle of services for mission success.

We deliver a wide range of business operations services and technology solutions to meet evolving citizen and agency requirements, ensuring outcomes and results that connect citizens more effectively with government services.

### Strategic Prime Contract Vehicles

- GSA IT Schedule 70
- Alliant 2
- Web Apps BPA
- GSA PSS
- CIO-SP3
- Eagle II