Unemployment Insurance Agency

Application Development to consolidate and replace tax systems

Objective

Develop a new web based system that meets business and IT requirements and would alleviate many of the issues found in legacy systems and reduce current agency labor costs involved in processing paper reports and correcting errors

Approach

Radha utilized a modified agile approach to design, develop and deploy six releases with each release engaging a certain group of end users. This enabled both internal and external uses to adopt the system prior to go-live

Results

Improved customer satisfaction, ease-of-use and participation in electronic reporting, more easily accommodate statutory and technology changes, and reduce overall system maintenance costs

Services Provided

• Project Management
• Requirement Analysis
• System Design
• System Development
• Knowledge Transfer
• Training
• Support and Maintenance

The Combined Payroll Tax Reporting system is managed primarily by the Employment Department and collects employment and payroll data from employers throughout the state for the state's Unemployment Insurance (UI) program. The system also collects data for the agency's business partners, the Department of Revenue (DOR) and the Department of Consumer and Business Services (DCBS). The Combined Payroll Tax Reporting system that was currently used was supported by five different products used by tax reporters (employers and the accountants and payroll companies that serve as their agents).

The agency wanted to replace these legacy systems with a new product, to improve reporting accuracy, real-time access to payroll data, improve services for employers and reduce overall support and maintenance requirements.