Global Top 4 professional services firm harnesses Repstor to enhance productivity with holistic view of client tax engagements

The Luxembourg office of one of the world's biggest professional services firms provides a range of services including global business tax advice, risk, audit and assurance services to clients from around the world.

The company operates from multiple locations across Luxembourg. Unlike many organisations, the ability to provide continuous services was not disrupted by the pandemic, as the organisation was already set up to support remote and home working as standard.

Yet the business is always looking for new ways to drive greater efficiency, productivity and robust information compliance in its client engagements, and to provide a joined-up view of all activity that collaborating teams can rely on as the definitive view of the status of each client account.

It was this overarching aim that prompted the company to seek a solution that would more directly integrate its custom-built, SharePoint-based tax platform with client email activity, giving its team of professionals a clear line of sight across all email exchanges and related documents in one place. This would fulfil the company's risk management requirements while simultaneously boosting team productivity.

Among the criteria for any new software solution was that it would support information management requirements under the new EU DAC6 disclosure regime (Directive 2018/822) around reporting of cross-border arrangements.

Ease of email integration

Some 500 professionals within the tax function use the firm's SharePoint-based tax platform, but the issue was integrating this more seamlessly with incoming emails - enabling all client communications via Outlook to be captured quickly and efficiently within the tax application to ensure compliance while enabling effective team collaboration on client accounts.

"We had another tool for the validation of emails, but there were some technical issues with it, and it didn't fit well with our needs or the business workflows," explained a company spokesperson. "This was resulting in a lot of frustration among the tax teams, around the risk implications of not being able to file emails reliably and consistently."

The firm's central project management office benchmarked a number of different tools and based on first-hand feedback from across its network, including its operations in the UK and Ireland, it shortlisted an email and document management solution from Repstor. Repstor enables seamless and compliant email and document filing and discovery directly from within Microsoft Outlook and enjoys wide user acceptance in other parts of the professional services firm.

"We did a small proof of concept and the Repstor solution met our requirements and offered the best tool for the best price.

Repstor's customisability was impressive too," added the company spokesperson.

Automated compliance

The company has used Repstor's API to build the email and document management capabilities it needs into its own tax application. It also requested capabilities to cope with the DAC6 requirements, around fiscally aggressive transactions, as well as certain other specific developments.

"This flexibility, as well as Repstor's machine learning capabilities - which enable automatic email classification, accelerating filing - really stood out," continued the spokesperson.

The company has been using Repstor for about a year now, and the productivity benefits are self-evident. For filing assistance, the AI-enabled software suggests the right location to save email to, saving fee earners' valuable time. This in turn drives best practice, improving the accuracy of filing and therefore compliance.

"The need to manage risk was our key need, but the impact on productivity has been significant," said the spokesperson.

"All email exchanges related to an engagement and associated documents are visible in one place, so the team is automatically aware and up to date with everything. Our previous tool was complex and hard to use, whereas Repstor is a very natural fit, very robust and working seamlessly within Outlook, connected to our tax platform."

Next steps will involve deploying Repstor for Mobile, to keep teams secure and productive when on the go.

Of working with Repstor, the spokesperson concluded:, "They are very responsive as a company, always quick and accurate, and it's very clear they understand our needs and priorities and have the right solutions for our sector and the kind of work we do."