

## Dallas firm case study

# Taxfyle's service reduces turnaround time

A regional firm used Taxfyle's extensive network of Tax Professionals to reduce their turnaround time from 4-6 weeks to 2-3 weeks, saving them an average of 7 hours per tax return.

## The study's background

### The client

An esteemed mid-market firm established in Dallas in 1965 boasts a sterling reputation in the region. With over 10,000 completed engagements, the firm offers tax, accounting, and audit services to clients in 44 states and 11 countries.

### The problem

The firm knew they faced capacity issues resulting in their staff working long hours and the firm working in a frenzy around deadlines. Deadline management became a challenge as work increased and staff stretched thinner. For the firm to operate at its ideal capacity, it needed to alleviate excess workloads.

### The challenge

The tax industry is currently grappling with a shortage of qualified staff as fewer college graduates are pursuing careers in this field, and existing employees are increasingly seeking other opportunities. The firm needed a reliable, on-demand solution to meet the demands of tax season and ensure efficient service to reduce its turnaround time.

### The solution

The firm partnered with us to obtain on-demand assistance from our network of nationwide Tax Professionals and establish a tailored workspace within our platform.

### The results

The firm experienced a significant reduction in the amount of time its staff spent working during tax season. The assigned Tax Pros acted as an extension of their firm, allowing them to onboard excess work without compromising its existing workflow. The firm did not need to train the Pro, and job management was handled within Taxfyle's platform.

### The statistics

- **50% reduction** in turnaround time
- **7 hours** saved per tax return
- **9/10 rating** of Taxfyle's Tax Pros