

## CASE STUDY

## AMERICAN RENAL ASSOCIATES

## Transforming late nights into early returns with ONESOURCE WorkFlow Manager

### OVERVIEW

How a one-man tax department at American Renal Associates Holdings, Inc. revolutionized the way he worked with his outside accounting firm, proving that even the smallest of tax departments can benefit from comprehensive workflow software.

### CHALLENGES

As a one-person tax department, Dave Boutin, Director of Tax at American Renal, manages all tax-related matters, working closely with an outside accounting firm for help in return preparation and other tax needs. Prior to implementing ONESOURCE WorkFlow Manager, he faced:

- + **Process inefficiencies:** During tax season, redundant reviews of returns for minor changes led to wasted time and late nights. Further, because American Renal adds about 20 new clinics each year, the number of tax returns that need to be filed grows each year, while the deadline remains the same. These factors meant that each inefficiency carried increasing weight.
- + **Limited visibility:** Without an automated way to assign and track tasks, time was wasted on email communication to determine what stage returns were in. This resulted in a sometimes strained working relationship with their accounting firm.

*"I need to know who's working on what and when to ensure I'm receiving returns in a complete and timely manner."*

### IDENTIFYING THE RIGHT TAX SOLUTION

With heavy reliance on outsourced tax work, there was no question that American Renal needed a way to better collaborate with their accounting firm and efficiently track work. With experience using ONESOURCE in a prior role, Dave knew it was the strongest option for a comprehensive workflow management tool and would result in significant time and cost savings.

*"For me, ONESOURCE was always the primary choice. I felt it was the most robust option and customizable to our specific situation. I knew what I wanted, and ONESOURCE delivered."*

### SPOTLIGHT ON AMERICAN RENAL

With revenue of more than \$750 million, American Renal Associates Holdings, Inc. (NYSE: ARA) is a leading provider of outpatient dialysis services in the United States. The company operates in approximately 207 dialysis clinic locations in 25 states and the District of Columbia serving approximately 14,160 patients with end-stage renal disease.

### TAX DEPARTMENT SNAPSHOT:

- Headquarters: Beverly, MA
- Staff: 1

### SOLUTIONS AT WORK:

- ONESOURCE WorkFlow Manager
- ONESOURCE Income Tax
- ONESOURCE Tax Provision

## ONESOURCE AT WORK

With ONESOURCE WorkFlow Manager, American Renal gained a centralized, web-based location from which to standardize and streamline all of the company's tax work. Even as a one-person tax department, Dave was able to fully customize the solution to meet American Renal's unique needs.

After implementing ONESOURCE WorkFlow Manager, American Renal gained:

- + **Customized task management:** Together with Thomson Reuters, Dave created more than 25 specialized workflows for partnership tax returns with detailed tasks to better manage processes. He can now prioritize tasks, automate manual efforts, monitor projects at each step, and utilize tracking and reporting features to help ensure timely project completion.
- + **Robust document management:** Since going live, American Renal has uploaded over 6,300 files into ONESOURCE WorkFlow Manager. All information is available, organized and easy to search. With standardized indexing, they can support documents in any format. Information is secured with varying levels of security permissions and housed in a central location for easy access by Dave or their outside accounting firm.
- + **Significant time and cost savings:** Post implementation, the company was able to complete returns about four days sooner, even with the addition of 20 new returns for the current year. They also reduced the amount of returns that needed second reviews from 85% of 2014 returns to 10% of 2015 returns. They also saved \$300,000 on tax preparation cost and \$150,000 in overall cost (after software and labor).
- + **More productive working relationships:** By automating workflow, standardizing tasks and eliminating redundant and time-consuming processes, American Renal enjoys a more effective and efficient working relationship with their outside accounting firm.

## LOOKING TO THE FUTURE

As Dave looks ahead, he hopes to grow his tax department and continue to utilize the ONESOURCE suite of applications.

*"With ONESOURCE WorkFlow Manager, our process is truly efficient. With the time saved, I'm looking forward to spending more time on tax strategy and analysis that will benefit American Renal as a whole."*

*"Using ONESOURCE WorkFlow Manager as a management tool gave me the visibility I needed to ensure all my deadlines were met. The software also improved the flow of data between us and our tax preparer. The system notifications allowed me to immediately review tax returns as soon as they were completed, which greatly improved efficiencies."*

### CONTACT US TODAY

 1-888-885-0206

 <https://tax.thomsonreuters.com/workflow-manager>

 [ONESOURCE@thomsonreuters.com](mailto:ONESOURCE@thomsonreuters.com)