



Customer tax operations  
and reporting services  
(CTORS)

An end-to-end approach

**EY**

Building a better  
working world

# Sustainable global customer tax compliance to reduce cost and risk

## What is CTORS?

It's an integrated suite of end-to-end customer tax operation services, supported by the global EY network of member firms and underpinned by leading technology, which can be delivered in a modular or end-to-end approach.

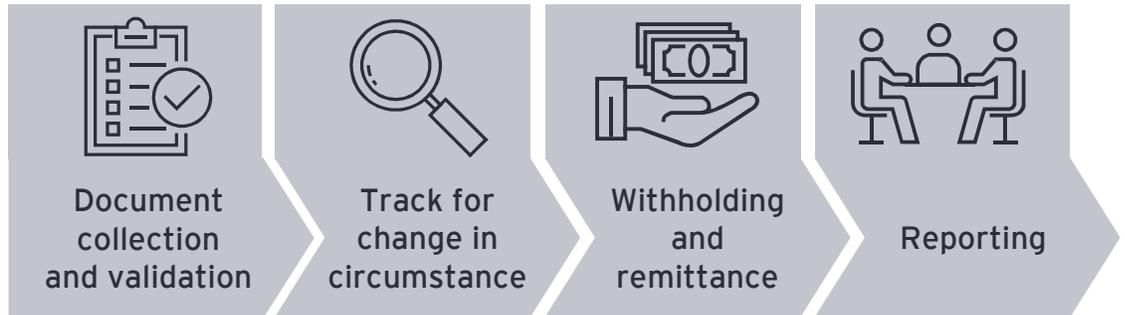
**CTORS aims to provide transformative tax operation services that save companies time, money and burden.**

From start to finish, EY CTORS simplifies the complexity of customer tax operations, reduces cost and risk, and improves your customer tax function through the use of workflow, data management, analytics and governance to effectively manage global tax regulations.

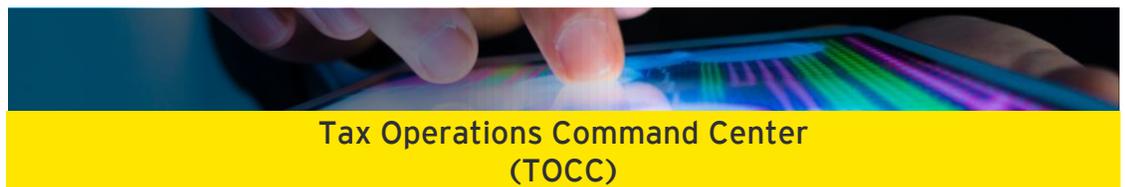
### CTORS at a glance:

Customer tax operations encompasses an end-to-end set of mandatory operational processes, governed by critical tax advisory, change management and oversight activities, supported by our integrated suite of CTORS assets.

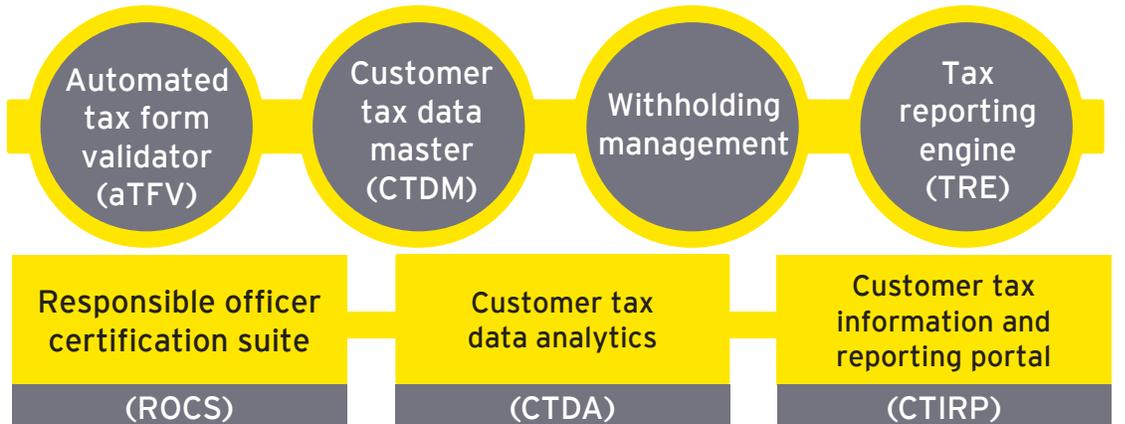
#### Customer tax operations



#### Integrated dashboard and workflow



#### CTORS assets



# Value and advantages

Compliance	Enhanced control	Contained cost	Modular	Customer experience	Adaptability
Consistently reliable and compliant outcomes	Enhanced controls and transparency reduce exceptions and compliance failures	Reduction to ongoing cost of operating and maintaining existing functions	Not "all or nothing"; clients can choose component parts to resolve specific pain points	Reduced risk of customer disruption	Sustainable and scalable capability, which is more easily adapted to future change
Flexible deployment		Trusted		Quality	
Can be delivered on either company or EY infrastructure		Globally integrated network of tax professionals with deep technical knowledge		Underpinned by our reputation for quality and deep technical knowledge	

EY tools introduce better governance, visibility and transparency into the end-to-end tax operations process through real-time access, controls and consistency.

**EY TOCC** Tax Operations Command Center

Home | Data Reconciliation | Classification/Solicitation | Documentation/Form Validation | CIC Monitoring | WH/Dep Analytics | Reporting | Expiration | RO Certification | More

Welcome, John Smith

Total Legal Entities: **314** | New Customers/Investors Year to Date: **14** | Total Customers/Investors: **3,294**

**Form validation view**: 43 Total Cases

**Change in circumstance monitoring**: 32 Total Cases

**Data reconciliation view**: 65 Total Cases

CRS Solicitations: 43 Total Cases (21 PENDING, 22 COMPLETE)

Expirations: 51 Upcoming Expirations within 180 days

News: Mauris vehicula mattis sollicitudin (Sep-14-2018)

Events: APR 2018

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US SCORE no. 06413-191US  
1904-3120655 (BD FSO)  
ED None

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