



## Adobe adopts ONESOURCE Determination to drive global indirect tax process transformation



**\$1 Million**  
Saved in tax  
management costs



**95%**  
Reduced SAP  
customizations



**672x**  
Reduced return  
completion time

### Why intelligent technology is needed to address global tax reforms?

Technological innovation has led corporate leaders to rethink every function of the enterprise in order to thrive in an increasingly competitive digital economy.

Tax is one domain which experiences an overwhelming number of modifications in laws and regulations on an ongoing basis, making it fiercely challenging for tax teams to achieve compliance and needlessly expensive for the organization as a whole.

Adobe successfully leveraged tax technology to circumvent these tax challenges and achieve complete control over their worldwide indirect tax processes, saving valuable time and reducing costs.

### Adobe's battle with tax challenges

Adobe, a US-based multinational software company, struggled to gain more control of their indirect tax process thanks to out-of-sync, manual tax systems that consumed immense amounts of time and put a drain on their IT resources.

Adobe's tax & accounting processes were entirely spreadsheet-based and contained millions of line items. Managing huge volumes of transactions exposed the processes to an inevitably large number of errors. Even a single glitch could result in a domino effect of inaccuracies. Further, maintaining such large volumes of data manually proved to be extremely expensive.

### A storm of tax challenges

- *Adobe maintained 3 spreadsheet -based tax systems which were severely error-prone and drained time, resources, and efficiency.*
- *Completion of sales tax returns took almost 2 weeks due to unstandardized processes.*
- *There was high dependence on IT-resources for SAP customizations related to tax.*
- *Adobe was entering a new tax jurisdiction regime, exposing them to VAT rates in 28 EU countries.*

## Consolidating tax processes to achieve control and compliance

Adobe's Director of Global Indirect Tax, **Brian Gardner** observed that the company was operating in a rapidly evolving global tax and e-commerce landscape and realised the need for more control over their unstandardized and scattered indirect tax processes. This led to the decision to move to a single, global platform for managing indirect taxes.

The team analysed their prevailing indirect tax processes and thoroughly studied the global tax environment. On evaluating their options, Thomson Reuters' ONESOURCE Determination firmly established itself as the only solution that could meet Adobe's global compliance needs effectively. ONESOURCE was able to successfully address growing complexities of sales and use tax, VAT, GST, and industry and country-specific taxes along with other organizational requirements around the world.

“It was a perfect storm of tax challenges. Instead of being swept up in it, we decided to use it as a basis for transformation. With indirect tax becoming more and more important to governments around the world from a revenue perspective, we knew we needed a single, global solution with a local focus,” he said.

## Consolidating tax processes to achieve control and compliance

The software giant overhauled their indirect tax processes, under Adobe's Director of Global Indirect Tax, **Brian Gardner's** leadership,

The team is now able to present more accurate metrics and data to senior leadership - a benefit that elevated the value of the tax department as a whole.

Today, Adobe's tax department is thriving. Future plans include expanding the use of ONESOURCE in more tax applications around the world.

## Managed, simplified tax

- *With ONESOURCE Determination, Adobe consolidated all taxes on one platform.*
- *They gained total control of all their tax processes. They achieved total compliance during the EU jurisdiction change, saved \$1 million in tax management costs.*
- *The dependency on IT resources also reduced by 95%.*

“With the global tax landscape presenting numerous challenges for today's tax department, ONESOURCE Determination provides a centralized approach for increased compliance, accuracy and control that gives tax departments an opportunity to not only address these challenges, but elevate their status within their organizations as a trusted partner to senior leadership,” says Brian.



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