

Qualitative interviews with tax managers in large companies around the world identified challenges indirect tax managers face, and the strategies they are using to adapt and succeed.

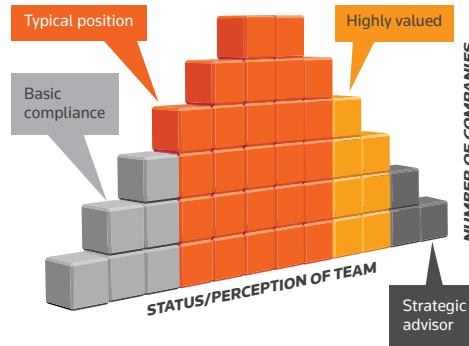
## How companies are facing up to increasing tax burdens

Sales and use tax, value-added tax (VAT), and goods and services tax (GST) are a primary concern for many tax leaders.



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### The perceived role of indirect tax teams

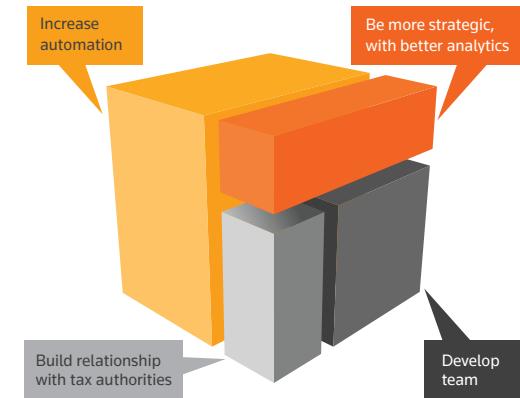


Tax leaders are eager to move from compliance to an advisory role. However, much depends on involvement in other departments and learning new skills, like technology.



### Five-year team goals

To build towards a strategic advisor role within five years, managers identified four top tactics.



### Embracing technology

Most managers recognized technology could improve data quality and enhance planning and analysis. Used properly, the data underlying indirect tax systems provides up-to-date insights in business, supply chains, and customer activities.