



Federation of Tax Administrators

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Wisconsin Department of Revenue Named FTA Innovation and Excellence Award Winner Tax agency recognized for Data Capture Modernization project

The Federation of Tax Administrators has named the Wisconsin Department of Revenue an FTA Innovation and Excellence in Tax Administration Award winner for its Data Capture Modernization project.

The initiative was born out of a need to modernize outdated computer systems the department used to process tax documents and inbound mail systems.

“Wisconsin DOR is continually innovating new and better ways to serve Wisconsinites,” said FTA Executive Director Sharonne Bonardi. “The Data Capture Modernization project is yet one more example of how they continue to be technological trailblazers in tax administration.”

After careful research of available options, Wisconsin DOR implemented and delivered an in-house developed application built into the department’s existing systems using Google’s Document AI for optical character recognition and data extraction.

“Results have been transformative,” said Wisconsin DOR Secretary David Casey. “In its first season of processing, the new system saw substantial improvements.”

Productivity statistics for employees doing data verification on the new system showed a 300% per-hour increase in document processing. An over 56% labor cost savings was also realized allowing staff members to focus on other tasks. Staff morale saw a significant uptick as the new system reduced need for manual adjustments and streamlined the overall workflow.

The department plans to expand the system within the next two years to handle over seven million pages of data capture annually, revolutionizing how they process data and serve taxpayers. Once they’ve fully switched over, the department projects cost to run the system will be significantly less.

But this project is not just about efficiency, said Wisconsin DOR’s Division of Technology Services Section Chief Keith Gross, who led the Data Capture Modernization project.

“By leveraging AI, we are creating opportunities for automation, improving accuracy, and ensuring scalability.”

The FTA Award for Innovation and Excellence in Tax Administration recognizes FTA member organizations leading the way in tax administration through projects and initiatives created to improve processes, transform systems and revolutionize how they work to deliver for the citizens they serve.

The Federation of Tax Administrators is a Washington DC based non-profit serving its government tax administration members from all 50 states, the District of Columbia, New York City, and Philadelphia. It provides its members with the knowledge, tools, and relationships in support of tax administration, which furthers voluntary compliance while preserving, protecting, and enhancing tax revenue.

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