inadev.

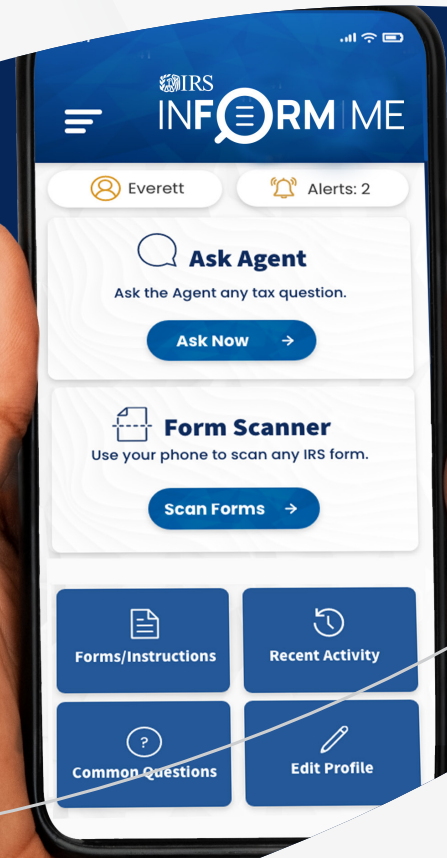# How Inadev Harnessed Augmented Reality and Machine Learning to Transform Tax Assistance at the IRS

Meet "InFORM|Me" - the app that's literally putting helpful tax information in the hands of taxpayers.

Capabilities Covered:

Augmented Reality

Machine Learning

Optical Character Recognition

Virtual Chat Bot

Overview

In 2021, the Enterprise Digitalization Team (Team Digi), a division of the Internal Revenue Service (IRS), released an RFP, challenging qualified development and design teams to produce an interactive mobile app that will improve taxpayers' ability to accurately file their taxes.

Team Digi's goal was to bring IRS forms and documents "to life" by harnessing augmented reality (AR) and machine learning (ML).

The objective was to allow taxpayers to use the camera on their mobile device to view important instructions and helpful content about all IRS forms and documents.

The initial scope called for creating a working prototype that could demonstrate the AR and ML functionality, in real time, with high accuracy— **in less than three months!**

> *This is a great testament to the Inadev team's hard work helping IRS develop a prototype app that can potentially improve the taxpayer experience…*
>
> **— Mitchell D. Winans,** Senior Advisor | Enterprise Digitalization Office, Internal Revenue Service

In**FORM**│Me

800
IRS Forms Supported
in English *and* Spanish

250+
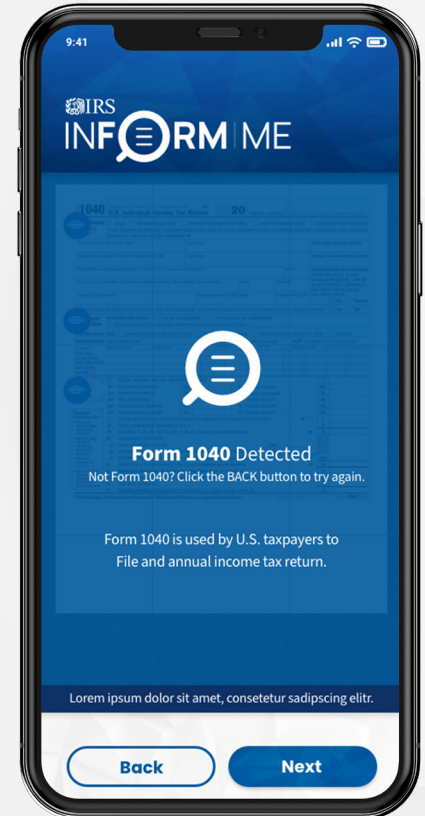Notices and Letters Configured

50+
Demonstrations and Counting

Collaborated with
11
IRS Divisions

Using an iterative, Agile methodology, we developed a fully functioning app that employs Optical Character Recognition (OCR), AR and ML to recognize official IRS forms and documents—with the express purpose of providing virtual information to taxpayers in real time.

Then we gave it a name: "InFORM Me." We strategically branded the app as InFORM Me to emphasize how it's getting taxpayers informed on a variety of documents, filing dates, tax assistance centers and more.

"Best Increase in Productivity" Award
Department of Labor, Federal Tech Day 2023

But, we didn't stop there. We also added a **Virtual Tax Assistant** (chatbot - seen at right) who can answer a myriad of taxpayer questions. Whether the questions are general or a little more specific, the assistant will provide content directly from irs.gov and/or provide helpful links to further help taxpayers get their questions answered.

Outcome

In January 2022, the IRS chose Inadev's prototype as the most viable candidate for ongoing development, beating out several competitors and resulting in the IRS awarding our winning team with a **$7.2 million, five-year contract**.

We continue to improve and update InFORM Me. For example, we started with the app recognizing one IRS form. Now, the app recognizes hundreds. We've also added tax categories to help drill into more specific taxpayer needs. And, we even added Spanish!

Lastly, InFORM Me has received numerous awards and recognition from industry thought leaders, like ACT-IAC Committee Members and the U.S. Department of Labor's Fed Tech Day Judges.

Want to know more about InFORM Me and all the other cool things we're doing? Visit us at **inadev.com**.