How Inadev Leveraged Augmented Reality, Machine Learning, and Intelligent Automation to **Transform Citizen Assistance**

Discover how our Digital Tax Assistance Platform is making tax information easier to find, understand, and use.

Overview

In 2021, a government agency's digital transformation team released an RFP challenging qualified development and design teams to create an interactive mobile app aimed at improving taxpayers' ability to accurately file their taxes.

The team envisioned bringing tax forms and documents "to life" by harnessing augmented reality (AR) and machine learning (ML).

The objective was to enable 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.

Capabilities Covered

- **Augmented Reality**
- **Machine Learning**
- **Optical Character Recognition**
- **Virtual Chat Bot**

Mitchell D. Winans
Senior Advisor
Enterprise Digitalization Office

> This is a great testament to the Inadev team's hard work helping IRS us to develop a prototype app that can potentially improve the taxpayer experience...

800	250+	50+	11
Forms Supported in English and Spanish	Notices and Letters Configured	Demonstrations and Counting	IRS Divisions Collaborations

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

We strategically branded the app 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 government agency chose Inadev's prototype as the most viable candidate for ongoing development, beating out several competitors and resulting in the agency awarding our winning team with a **$7.2 million, five-year contract**.



We continue to improve and update the Digital Tax Assistance Platform. For example, we started with the app recognizing one 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, this platform 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 the Digital Tax Assistance Platform and all the other cool things we're doing? Visit us at inadev.com