

First Advantage Case Study



Central data management solution enabled significant revenue growth through service cross selling.

Overview

First Advantage Tax Consulting Division provides businesses with government program services and tax relief incentives. First Advantage applies for and delivers tax credits and other reimbursements for their clients. They have recovered over \$1 Billion for their clients. First Advantage has worked with Quest since 1999.

Challenge

First Advantage sought to streamline process to apply for and deliver tax credits and other reimbursements for clients.

Solution

Quest developed Central Data Management System (CDMS), which consolidated business processes, streamlined labor intensive data management procedures, and identified potential data quality problems earlier in the process. Zone Identifier System (ZIS) was also developed to determine if an address is in an enterprise zone for tax purposes.

Other Projects

Projects have included a solution for tax credit reporting and program performance indicators as well as applicant screening during the client's hiring process. Both were urgently needed in their increasingly competitive market. In addition, Quest developed a Zone Identifier System (ZIS) to determine if an address is in an enterprise zone for tax purposes. More recently, we developed a Central Data Management System (CDMS), which consolidated business processes, streamlined labor intensive data management procedures, and identified potential data quality problems earlier in the process. CDMS also enabled significant revenue growth through service cross-selling. Our most-recent project was the development of an IT Strategic Plan and an Enterprise Architectural Vision that aligns the company's IT plans with their business goals and strategies.

Results

CDMS enabled significant revenue growth through service cross-selling. First Advantage received 100% return on investment in the first year following implementation of ZIS and CDMS.