

Case Study Symantec



About Symantec

Symantec is a Fortune 500 software marketer. The company produces software for security, storage, backup and availability - and offers professional services to support its software.

THE CHALLENGE

Prior to engaging with Taxback International, Symantec were conducting a small amount of VAT recovery in-house on domestic T&E spend. However, they were experiencing a high rate of rejected claims as a result of invoice non-compliance. Symantec were unsure of their potential VAT reclaim opportunity due to complex and diverse tax legislation which varied across each country they were operating within. The scale of their operations brought problems in itself, as language, time zone and currency all added to the complexity.

THE RESULT

Symantec have recovered over \$500,000 since they began working with Taxback International.

THE SOLUTION

Symantec engaged Taxback International to conduct a full VAT reclaim analysis. Taxback International identified significant opportunities in both Domestic and Foreign expenses for Symantec. Taxback International auditors ensure every single invoice is audited remotely via SAP Concur by referencing the Sprinter analysis which highlights all the eligible transactions for VAT reclaim. Non-compliant invoices are corrected and sent back to the supplier for correction. Missing invoices are identified and using SAP Concur data retrieved from suppliers. Throughout the whole process, Taxback International's single Key Account Manager ensured minimal touch points for Symantec staff.

"The implementation process was very straight forward Taxback International has a proactive approach to maximising our VAT refunds by identifying both missing and non-compliant VAT invoices from expense claims and have an automated process to retrieve them directly from supplier, ensuring increased refunds."

Sylwia Lobodziec,
Senior Manager EMEA VAT