

Making Good on its Quality Commitment

Every tax season, Xpitax sets the bar even higher in terms of the quality of the returns prepared by our overseas accountants and chartered accountants. The 2007-2008 tax season was no different. In fact, our staff received accolades from clients about the quality, even as the number and complexity of returns prepared increased.

Xpitax experienced steady growth this past year from both new and existing clients. We started to see the evolution of firms who have been outsourcing for several years change the way they do business and their



Glen Keenan, CPA, President of Xpitax, LLC, has extensive experience in public accounting and software—focusing on the paperless workpaper environment for nearly a decade at Deloitte & Touche prior to joining Xpitax.

overseas workers become more a part of the team. This year, more clients took advantage of additional outsourcing services, including corporate and partnership tax returns, as well

as bookkeeping, and financial services.

The greatest testament that we have to the quality of our services is the increasing number of returns that our existing customers commit to each year. Several factors contribute to this success.

Because we have formally incorporated our India offices as Xpitax Solutions Private Ltd., we can offer clients dedicated teams of experienced and highly skilled accountants who deliver consistent, high quality service.

Year-round training and careful pre-season planning by our U.S.-based Quality Assurance Officer helps to ensure a smooth process and fast turnaround even during peak intervals. Xpitax's commitment to quality is also an important tenet ingrained in the operations of both our U.S. and India offices. Lastly, we have put the technology tools and management structure in place to attain those quality goals.

The post-season evaluation and training process is already well-underway in preparation for next tax season, and will include new procedures developed for compliance with new privacy regulations. Xpitax professionals undergo a year-round training program, which includes extensive in-depth training in U.S. and Canadian tax laws and accounting procedures, as well as training on tax, bookkeeping, and accounting software packages. This training and process improvement also happens in the U.S. as we work with our clients to consistently help them improve their processes.



A focus for the coming year is to continue to promote Xpitax Accounting services to both existing and new clients looking for assistance with bookkeeping, audit support, back-office accounting, financial analysis, write-up work, and special projects. Having a dedicated year-round team focused on your firm's business translates to consistent, high quality service because your Xpitax team truly becomes an extension of your in-house staff.

Our future direction is to extend these offerings by delivering multiple service levels—tapping into accounting professionals with greater experience both domestically and overseas to offer firms service that goes well beyond preparation.

Outsourcing is poised for growth in the accounting profession, as more firms are realizing its potential as a valuable business strategy. As the leader in outsourcing for tax and accounting professionals, Xpitax plans to further build on our reputation for high quality, unsurpassed service and continuously build on our offerings to help meet the needs of our clients and theirs.

Visit Events at www.xpitax.com to sign for a Webinar and learn how your firm can add outsourcing to your firm's growth strategy. SR