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Kevin Escott, Senior Director
JLL Technology Program Manager

“For me personally, **it’s shifted a process that used to be reactive to being proactive.** The process just works in the background.”



Global commercial real estate company Jones Lang LaSalle (JLL) operates in over 50 countries and manages around 3000 tax returns annually.

Driving tax department efficiency and minimizing compliance risks with global tax reporting.

How JLL uses Thomson Reuters ONESOURCE to reduce workloads by over 60%.

Kevin Escott has been part of global commercial real estate company Jones Lang LaSalle (JLL) for over 24 years. As Senior Director of Program Management he’s responsible for maintaining and updating JLL’s global ERP solution. Currently operating in over 50 countries, and with over 200 legal entities worldwide, JLL compile around 3000 tax returns annually, making the role of the tax department vital in not only handling the volume of work efficiently, but also navigating the complexities of international tax regulations. Recently, we asked Kevin how he’s leveraged technology partnerships to help to make tax less taxing for his organisation.

Overcoming the challenges of global compliance

One of Kevin’s biggest challenges is risk management. For global organisations like JLL, not being compliant, not having oversight, not having the right controls in place, can lead to fines, impact cash flow and ultimately damage the company’s reputation. Being able to confidently control all aspects of JLL’s tax reporting process was a key concern, and one that became more complicated as the company evolved.

Initially, tax reporting was being managed on an in-country basis, but as the company grew, there was a need to centralise operations, creating more efficient procedures and better oversight over how returns were being managed and standardised across the world.

Technology like **Thomson Reuters ONESOURCE was identified as a way to transform how JLL managed their tax and financial reporting activities across the various regions they do business in.**

In addition, JLL needed a reliable way to consistently manage e-invoicing mandates and mitigate any risks that might arise.

Thomson Reuters Solutions

- **ONESOURCE**
Indirect Tax Compliance
- **ONESOURCE**
Statutory Reporting
- **ONESOURCE**
E-Invoicing,
powered by Pagero
- **Checkpoint Tax Research**
- **Legal Tracker**

“The one word I would use to summarise our relationship is **confidence.**”

A solution based on partnership

A lack of consistency across all regions meant that JLL had to try and interpret local regulations and requirements on a piecemeal basis, risking the chance of misinterpretations, with minimal oversight and control which could lead to costly compliance errors.

According to Kevin, JLL needed to find a partner that would help guide the company through these regional challenges. That partner was Thomson Reuters.

With a user-intuitive interface, global footprint and 150 years of tax content expertise, Thomson Reuters ONESOURCE was the obvious choice. With out of the box tools already in place to support in-country deployments, Thomson Reuters ONESOURCE was able to help the JLL tax team drive efficiencies and minimize the cost and effort of implementation almost immediately.

Working with Thomson Reuters allowed JLL to improve their end-to-end processes, by looking at their own data, identifying potential pain points, and then designing a configuration within their global ERP solution to help standardise and simplify their operating procedures while ensuring all regulatory requirements were being met.

The partnership with Pagero, a Thomson Reuters company, also helped guide JLL through the evolving requirements for e-invoicing mandates around the world. A dedicated point of contact helps ensure JLL can meet the changing regulatory requirements as quickly and accurately as possible. In addition, Thomson Reuters ONESOURCE provided greater visibility and oversight, enabling JLL to better manage their tax spend, and leverage the reporting capabilities to track and monitor their global filings more effectively.

Now, with access to Thomson Reuters’ depth of industry and sector knowledge, JLL is able to navigate the complex demands of global tax mandates, while also continuously onboarding more countries. As the company rolls out the new technology across EMEA and APAC, they’ll gain even greater visibility and understanding of their tax spend.

Results you can count on



Robust and streamlined processes, enabling local resources to spend less time on mundane tasks.



Increased efficiency and time savings mean reducing month-end reporting from three days to less than one.



Stronger visibility of returns compiled, tax spend and how tax expenditure is being incurred.



Minimal intervention means not having to extract data on an ad hoc basis.

Streamline your tax processes and reduce risk with Thomson Reuters ONESOURCE.

Find out more: thomsonreuters.com.sg/en-sg/tax.html