



CASE STUDY

# Understanding the Journey of India Inc on Completion of Five Years of GST





**Client**

A Professional services Firm



**Industry**

Professional Services



**Solution**

Market Studies



**Region**

APAC





## OBJECTIVE AND SCOPE

The client, a global professional services firm wanted to understand the tax journey of companies since the launch of GST in 2017. For this it sought Benori's support to assess and analyse:

- Impact of GST on businesses
- Government initiatives and use of technology by the government
- Key issues/concerns related to taxation, Industry expectations and future proposals





## APPROACH

We conducted a web-based survey with C-Suite executives across multiple industries to understand the tax journey of organisations, steps that can act as impetus for the growth of their sectors, level of satisfaction with current IT systems and automation, key issues with compliances and industry expectations.



## METHODOLOGY



**Secondary  
Research**



**Primary  
Research**



**Data  
Modelling**





## Impact

The research helped the client in:

- Understanding the journey of companies with respect to GST across sectors
- Analysing the impact, efficiency, and future expectations of various industries
- Key issues/concerns in complying with GST law, challenges in litigation, and satisfaction with IT systems and automation



## Sample Output

### Relevant Technology Interventions

Which of the following technology interventions are relevant for your tax function?

Automation of tax ERP and tax data management are seen as the technology interventions of highest relevance



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### Brand Transition

Which of the following are key issues and concerns within the GST law and its compliance?

Increased tax regulations and reporting demands from tax authorities is ranked as the top issue within the GST law and its compliance



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## About us:

Benori is a trusted partner for knowledge solutions across the globe, serving clients from a wide range of industries including Professional Services, Financial Services, Consumer & Retail, Technology & Internet, Industrials & Manufacturing, and more. Our customized solutions strengthen the insights value chain of our clients, empowering them with key insights needed to drive intelligent decision-making and accelerate growth.

Headquartered in India, Benori is uniquely positioned to deliver multilingual research needs of global clients, powered by its digital agility, deep research capabilities and a highly experienced leadership team. Adopting a 360-degree approach, our team employs a combination of diverse methodologies including primary research, secondary research and data modeling, and offers detailed foresight on market trends, competitive shifts, regulatory changes and technological advancements.

## Powering Growth Through Knowledge

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