

Case study

JCM Telecom



Company

JCM Telecom

Industry

Telecomm & MSP

Uses of CCH SureTax software

- Telecom Tax Rating & Reporting (CCH SureTax for Communications)

Key facts about the company

- Two locations in Florida (Ft Lauderdale, Miami); HQ Doral, FL
- Founded 2019
- Privately owned

Requirements

- Migrate smoothly off previous tax rating platform to CCH SureTax from Wolters Kluwer, while maintaining long-time billing platform, Rev.io. JCM's new partner, EisnerAmper helped prepare for the migration, and brought in Wolters Kluwer for the CCH SureTax communications tax solution to realize efficiencies.

“The overall process and results were eye-opening. EisnerAmper knows more about the process behind taxes in telecommunications than we could have imagined, and the CCH[®] SureTax[®] solution matches that in that it can handle even the most complex tax requirements, especially those in telecom.”

Christian Hernandez, President & Owner, JCM Telecom

The challenge

JCM Telecom faced the challenge of migrating smoothly from their previous tax rating platform to CCH SureTax while maintaining their long-time billing platform, Rev.io.

The objectives

The primary objectives were to ensure accurate, compliant, automated, and trusted communications tax support, and protect against penalties and fees with the most accurate tax rates and rules – all while doubling their revenue.

The solution

To achieve these goals, JCM Telecom and Wolters Kluwer partner, EisnerAmper, prepared for the migration, turning to Wolters Kluwer for the CCH SureTax communications tax solution. The teams collaborated on product mapping review, traffic study, and bundle optimization to ensure a successful transition.

The result and benefits

JCM was able to optimize their investment in their billing platform, save thousands of dollars annually, and benefit from trusted tax rates, rules, and calculations, reducing the risk of non-compliance, audits, and penalties. Leadership now has clarity on tax processes and accurate remittance, thanks to the strong partnership across EisnerAmper and the CCH SureTax team at Wolters Kluwer.

“The legitimate ecosystem established for JCM with our team, Rev.io and Wolters Kluwer is one of trust, collaboration and support across our collective and individual areas of expertise. These partners provide real value to our customers.”

Jeffery Forrester, EisnerAmper

- Support communications tax needs – accurate, compliant, automated, trusted – while doubling revenue.
- Protect from risk of penalties and fees with the most accurate rates and rules for communications tax.
- Built-in tax logic for telecommunications, expertise in the communications space, and reliable technology.

Benefits & results

- Saves the company thousands of dollars per annum
- Trusted tax rates, rules and calculation, reducing risk of non-compliance, audits and penalties
- Optimized investment in Rev.io platform
- Strong partnership across EisnerAmper and the CCH SureTax team at Wolters Kluwer

Accuracy: Leadership now knows how everything is taxed and that remittance is being performed correctly.

About JCM Telecom

VOIP Telecommunications provider offering premium services to small and medium size businesses: on-hold marketing, transfer calls, mobile applications, and much more. A built-in CRM guarantees our customers will never miss a call, no matter the conditions. The CRM system allows self-customization of phone systems for specific organization and customer needs, from setting inbound calls to call a cell phone if no one answers after 20 seconds to having an auto attendant answer phones. With our system you can manage your phone services from anywhere in the world and also be able to take your company's number anywhere you are without a built in mobile app.

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About EisnerAmper



EisnerAmper has extensive experience working with communications companies ranging from start-ups to large national carriers, including ISPs, wireline (LEC, CLEC, and IXCs), VoIP, and wireless and cable operators. Our team has helped with pre-launch services for carriers across the country, and we currently support dozens of carriers, assisting with licensing, registrations, and compliance. EisnerAmper provides comprehensive tax planning and compliance support for carriers in a variety of stages.

“The bottom line is that the entire team cares. Even after only six months of working together, we know one another ... trust one another. We have longevity of partnership with Rev.io – without whom the business wouldn’t operate. And the CCH SureTax team was clear on how to make the most of their tax software.”

Christian Hernandez, President & Owner, JCM Telecom

About Wolters Kluwer

Wolters Kluwer (EURONEXT: WKL) is a global leader in information, software solutions and services for professionals in healthcare; tax and accounting; financial and corporate compliance; legal and regulatory; corporate performance and ESG. We help our customers make critical decisions every day by providing expert solutions that combine deep domain knowledge with technology and services. Wolters Kluwer reported 2024 annual revenues of €5.9 billion. The group serves customers in over 180 countries, maintains operations in over 40 countries, and employs approximately 20,000 people worldwide. The company is headquartered in Alphen aan den Rijn, the Netherlands.

For more information on Wolters Kluwer and CCH SureTax, visit www.wolterskluwer.com, or **Corporate Tax Solutions | Wolters Kluwer**. Follow us on [LinkedIn](#), [Facebook](#), and [YouTube](#).

