

CASE STUDY

Glidewell Laboratories Brings Income Tax
In-House With **ONESOURCE™** Income Tax





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Glidewell Laboratories brings income tax in-house after finding a user-friendly, easy to implement solution in ONESOURCE Income Tax.

Background

Glidewell Laboratories is an industry-leading provider of high-quality dental lab products and services to dental professionals nationwide.

Bringing the return in-house

Jennifer Weber has been Tax Manager at Glidewell Laboratories for 13 years — during which she’s seen a great deal of transformation within the company.

“The company is always changing and growing. It keeps you busy and on your toes,” she says.

Glidewell Laboratories has been using ONESOURCE Income Tax since 2009. Prior to that, they outsourced their returns to a large firm. However, both the cost and cumbersome communication gaps led them to bring their returns in-house.

“Cost wise, you know how much a big four firm charges for corporate returns — it’s more than we pay for the software,” she says.

Regarding communication challenges, she says, “[It’s hard] communicating your business to a big four CPA firm when you’re just one in the heap. There were a lot of back and forth questions.

The company is very unique in a lot of ways, and I think a lot got lost in translation. But also if I’m here and I’m the tax manager, why wouldn’t we do the return in house?”

In choosing the best solution for their returns, Weber says usability was a huge factor, as she had prior experience with solutions that were very difficult to use.

“[One solution] was so hard to use, [it was hard to] even figure out how to get the instruction page to print. [...] You could never find the right answer without trying 10 different ways to get something to work,” she says.

With these considerations in mind, Glidewell Laboratories ultimately chose ONESOURCE Income Tax. Since the firm they worked with also used a ONESOURCE product, importing the data was seamless.

“It was easy to transition everything over. Everything was mapped and rolled forward,” she says. “I think the actual transition happened kind of behind the scenes with Thomson Reuters, and we just made a few tweaks on our end.”

Since then, Weber says they have been very happy with their choice.

"It's visually nice to work with," she says. "It's extremely user friendly. There's a little bit of a learning curve, but not enough to create issues if someone was going to change from one tax software to another."

"It's very straightforward. You know where to go. If you don't, you have somebody to call. It really is just a lot easier to use than most solutions," she says.

Always up to date

Glidewell Laboratories now has more control over their returns and can work on them within their own timeframe.

"We have the luxury of working on things with the return year-round. Once the software is ready, we can do whatever we can to get ready until the numbers are final," Weber says. "We can get certain things done when we have the time instead of waiting for someone else to get to a question and ask us, then scrambling to get a return to us on time."

One of the things Weber has enjoyed most about her experience using ONESOURCE Income Tax is the support she received from her rep — who often went above and beyond to help with any questions or issues that arose.

"My favorite part was always our rep. She helped me from day one with everything. I could call her at any time, and she was always very helpful," she says. "She was really patient. Sometimes I'd call her at 10 p.m., and she would wait with me while we figured out the problem."

Another thing Weber says she appreciates as a longtime ONESOURCE Income Tax user is the continual improvements and updates that don't stop once tax season is over.

"It's up to date. We get alerts when something is new. It's constantly updating. A lot of times I'll go in to check something and see there's a new version, and I know that everything is current," she says. "Year after year it improves and makes everything a little easier — whether we realize it at the time or not. [We'll say], "that was so much easier to find" or "I was able to drill down here" and find the answer a little bit better."

Based on her experience with the solution, Weber says she'd "definitely" recommend ONESOURCE Income Tax to other companies.

"I think it would be a great option for a lot of different companies that do [returns] in house — or even for larger firms. We don't have any complaints."

About Glidewell Laboratories

Based in Newport Beach, California, Glidewell Laboratories provides high-quality dental lab products and services to dental professionals nationwide for a low cost. Established in 1970, Glidewell is an industry leader due to its innovative dental technology, experienced R&D department, and dedication to providing free or affordable clinical and technical education to promote industry growth. Learn more at glidewelldental.com.

About ONESOURCE Income Tax

Automate US federal, state, and international income tax return preparation for domestic-only and multinational corporations with ONESOURCE Income Tax – part of the ONESOURCE suite of solutions that address tax provision, estimated payments, and audits for seamless end-to-end management of your entire direct tax life cycle.

For more information, visit

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