Lockheed Martin Awarded $39 Million Task Order To Enhance Internal Revenue Service's Taxpayer Self-Service Systems

Corporation continues to support Internal Revenue Service modernization mission to better serve the taxpayer through integrated technology

Lockheed Martin announced today that it was awarded a three-year, $39-million Integrated Customer Communications Environment task order from the Internal Revenue Service (IRS) to maintain, operate and enhance interactive voice processing systems and Internet-based applications to support the IRS Customer Service Domain.

Under the TIPPS-3 task order, Lockheed Martin will maintain IRS systems that provide self-service applications to citizens via integrated telephony and the Internet. These interactive applications allow taxpayers to place toll-free telephone calls to the IRS, using touch tone or voice responses, to navigate through integrated systems to resolve basic to complex IRS account information without human intervention. Lockheed Martin will also maintain Internet-based applications to enable taxpayers to check their refund status and perform a variety of other services, including entering into online payment agreements.

"We are proud of our partnership with the IRS," said Rocky Thurston, director of Lockheed Martin Financial & Regulatory Services. "We look forward to bringing subject-matter experts and advanced technologies to this program and to continue improving customer service for the U.S. taxpayer."

Lockheed Martin also supports the IRS in a variety of functions, including providing additional solutions that enhance taxpayer service, improving regulatory compliance, and expediting and enhancing audits and examinations.

Headquartered in Bethesda, Md., Lockheed Martin is a global security company that employs about 146,000 people worldwide and is principally engaged in the research, design, development, manufacture, integration and sustainment of advanced technology systems, products and services. The corporation reported 2008 sales of $42.7 billion.

For additional information, visit our Web site:http://www.lockheedmartin.com/

First Call Analyst:
FCMN Contact:

SOURCE: Lockheed Martin

Web Site: http://www.lockheedmartin.com/

---

https://news.lockheedmartin.com/2009-03-05-Lockheed-Martin-Awarded-39-Million-Task-Order-to-Enhance-Internal-Revenue-Services-Taxpayer-Self-Service-Systems