



JAT Software's talented development team delivers state-of-the-art, Internet-hosted year-end tax form solutions.

Company Eases Tax-Time Hassles

JAT Software, Inc.

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No. of Employees: 14

Top Executives: Jack Felicio, President; Craig Garritano, Vice President of Software Operations

Product/Service: Year-End Software and Internet Hosted Employee Self-Service Solutions.

Year Founded: 1991



Company executives Jack Felicio and Craig Garritano had a client who needed to replace lost W-2 forms for employees. But that was back in 1991 and there was no easy way to do it.

So they created software to cut through the bureaucratic maze.

As it turns out, their client wasn't the only company that needed a more effective way to generate replacement W-2s, which workers count on to file annual tax returns.

Thus was born JAT Software. The company has successfully filled a specialized need for nearly 20 years by staying on top of the latest technology and focusing on customer service.

JAT serves primarily Fortune 1000 companies in a range of industries. The company's software integrates with most major payroll systems and can rapidly process original and replacement W-2s. The average client has about 40,000 employees, which means a lot of forms need to go out the door in a short period.

More and more of them are going out via email or being posted online. JAT has been making electronic copies of W-2s and W-2cs since 1999. The trend toward paperless offices is accelerating interest in digital formats.

Cost savings are another factor, according to Craig Garritano, JAT's vice president of software operations. Companies that convince employees to accept electronic W-2s save on printing, labor and mailing costs. They're also able to deliver forms more quickly, a powerful incentive for employees who may be wavering.

"When we look at our clients, we're finding that about 50 percent of their employee base is still getting paper copies," Garritano says.

Security is one of the chief concerns for the undecided. To address them, JAT has developed an array of tools and programs. In addition, the company has been boosting its budget to maintain and guarantee security against evolving threats online.

"There's always new intrusions. There's always new vulnerabilities," Garritano says.

To prepare, JAT regularly tests its defenses internally and externally. A third-party auditor ethically hacks into the company's system and simulates what might be expected threats during periods of peak use.

"We fire on full cylinders during the end of the year," Garritano says. "We spend the rest of the year making sure everything is in place to ensure the busy time goes off without a hitch."

The company's preparations include training for employees, who have built JAT's reputation for exceptional service.

"They understand exactly what's required to make sure our clients are happy and keep coming back year after year," says Jack Felicio, JAT's president.

Another key is good communication, Garritano says.

"It sounds simple," Garritano says. "But the year-end tax crunch is a very stressful time. Clients rely on us to respond quickly and effectively no matter what issues crop up."

Future plans include developing systems to handle the Canadian version of the W-2, known as the T-4. JAT also is upgrading systems to deliver online pay stubs, which would eliminate printing costs that remain even when employees choose direct deposit.

"A lot of companies are going green," Felicio says. "We're proud to be able to help." ■