

From Big Four to **best-in-class** VAT performance

How ASP Nederland B.V, a wholesale pharmaceutical distributor operating across EMEA, replaced institutional credibility with actual performance, and what that meant for their VAT function.

The challenge

The ASP Nederland B.V EMEA VAT team had a Big Four provider, global coverage, and the brand reassurance that came with it. On paper, it worked. In practice, it wasn't keeping pace.

The team was managing four persistent problems with no clear path to resolution:

- ✓ Regulatory changes landed faster than the provider could respond
- ✓ Processes were manual and slow, with no improvement in sight
- ✓ There was no real-time visibility into VAT positions or claim progress
- ✓ The service model rewarded scale, not responsiveness, queries went into queues, not to named people

What the business needed was a partner with genuine technical depth and actual availability. The kind that calls you before the authority does.

The solution

ASP Nederland B.V transitioned to VAT IT. What followed was not a platform migration. It was a change in how indirect tax actually got managed.

VAT IT delivered across three areas:

1. Dedicated, relationship-led support

From day one, the team had named VAT specialists with direct contact details. Questions got answered. Regulatory changes were flagged before they became compliance risks. The relationship felt collaborative because it was built on accountability, not account management.

2. A platform built for visibility, not just filing

VAT IT replaced the previous manual workflows with a system that gave the compliance team meaningful oversight:

- ✓ Automated processing across the VAT workflow
- ✓ Reporting that showed what was happening, not just what had already happened
- ✓ Real-time access to VAT data and claim status
- ✓ Significantly reduced manual intervention across the board

3. Improved VAT recovery on a success-fee basis

On reclaim, VAT IT charges only when it recovers. That alignment of commercial interests matters as the focus stays on results, not on billing hours. For ASP Nederland B.V, it translated into improved submission accuracy, stronger recovery rates, and greater confidence in their compliance position across EMEA jurisdictions.

The results

The outcomes	What changed for the client
Operational efficiency	Automated workflows replaced manual processing, reducing turnaround time and the risk of error across the VAT function.
Real-time visibility	The compliance team gained access to live VAT data and claim status, replacing a process that had previously offered limited insight into where things stood.
Stronger financial outcomes	VAT recovery rates improved under a success-fee model. VAT IT charges only upon successful recovery, which keeps both parties focused on the same outcome.
Service quality	Named specialists and fast response times delivered a level of support markedly different from the previous arrangement, accessible people, not managed queues.
Well-managed transition	Improvements in service quality were evident from the outset. No disruption. No gap in coverage.

Client testimonial

Prior to engaging VAT IT, our company was serviced by a reputable Big Four firm. While that provided us with a level of comfort and scale, we soon realised that we required a more agile, technology-driven, and client-focused approach to VAT management. **VAT IT has exceeded our expectations in every regard.**

Their platform provides greater automation, transparency, and insight than what we previously experienced. Processes that once felt cumbersome and slow are now streamlined, allowing us to access real-time data and improve overall efficiency.

VAT IT has provided a level of attentiveness and responsiveness that has been refreshing. We feel like a valued partner rather than just another client. The results have spoken for themselves, with accurate, timely, and optimised outcomes that deliver both compliance confidence and tangible financial benefits.

The transition to VAT IT was smooth, and the improvement in service quality has been evident from the start.

- EMEA VAT Manager, ASP Nederland B.V

Summary

Institutional credibility is not the same as actual service. For this EMEA VAT team, the difference became clear when they needed speed, visibility, and genuine accountability, and their previous provider could not consistently deliver any of them.

The move to VAT IT replaced a transactional model with a working partnership: named people, real-time data, and a fee model on reclaim that means VAT IT only wins when the client does.

Four disciplines. 100+ jurisdictions. One partner.

Ready to simplify global compliance?

To discuss whether this is the right fit for your indirect tax function, we welcome a conversation.

Explore what's possible with VAT IT:

Talk with our VAT specialists.



Recover your hidden VAT.



Stay compliant with e-Invoicing.



Let's make global VAT compliance simple, scalable, and efficient.