TAXDOME

SHAPING THE FUTURE OF ACCOUNTING TOGETHER

2025 TaxDome Annual Report

A look at our milestones, our outlook on the future of accounting, and the people behind TaxDome

A look back and the road ahead

When we released our first annual report last year, we shared how TaxDome started in 2017 two brothers who saw what accountants were dealing with and believed there had to be a better way.

That belief still guides us, but what it's grown into today is far greater.

This year, that mission took new shape. We refined how we listen, how we buid, and how we deliver. We deepened our focus on the people, partnerships, and purpose that define who we are.

Each milestone from this year tells part of that story. Behind every release, every award, and every collaboration is a shared commitment to help firms work smarter, serve clients better, and build a lasting impact through technology that empowers people.

TaxDome has come a long way since its start, but our vision remains clear. We're not just building software; we're building a platform that grows with the profession and the people shaping its future.

As we look ahead in this year's report, we'll explore not only what we've accomplished, but what's next — our perspective on the future of the accounting profession, the evolving role of technology, and how we're building that future together with our customers, partners, and team.



Memories that define our momentum

The Foundation	First clients	First tradeshows	First offsite	2019
	Accelerated digitization due to COVID-19	50k+ documents uploaded by clients	2020
Signs of Growth	100k+ automations	50k+ contracts signed	$30M+ payments processed	2021
	TaxDome in 20+ countries	12+ languages	93% renewal	2022
Adoption	Top 100 iOS client mobile app: Finance	10k+ firms	3M+ clients	2023
	Winner of Comprehensive Firm Workflow Solutions in CPA Practice Advisor's Readers' Choice Awards 2024	G2 Leader in Tax Practice Management	G2 Leader in Easiest to Use	2024
Building the Future	Winner of 7 categories in CPA Practice Advisor's Readers' Choice Awards 2025	$1B+ payments processed	G2 Top 50 Financial Services Products	6k+ TaxDome Community members	First TaxDome Roadshow	2025

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2025

The future of accounting, as we see it

> **It's hard to make predictions, especially about the future.**

That quote has been attributed to everyone from Niels Bohr to Yogi Berra. What follows isn't a forecast. It's a perspective. One that reflects where I believe the accounting profession is heading, and how we at TaxDome are building to meet that future.

AI will fundamentally reshape accounting (and all professional services)

AI will reshape accounting; the question is how firms choose to use the surplus it creates. Productivity is already increasing across firms. Tasks that once required hours now take minutes. Workflows that were once entirely manual are now automated end-to-end. Productivity gains are real, and they're just getting started.

But those gains come with a choice. Do firms use AI to shrink their teams and boost margins? Or do they use that freed-up capacity to serve more clients, expand services, and grow? Firms will choose different paths, and you will have those who pursue the lean route. But broadly, we believe firms will use AI as an opportunity for growth. The ones that want to scale their impact, not just their efficiency.

There's also a deeper financial implication: valuation. While a solo firm with agents may sound great for LinkedIn, it's weak for multiples.

Firms who reduce headcount too much may run lean, but it may also lack a team, a succession path, and the operational depth that makes a business attractive to buyers. In contrast, a $5 million firm with clear processes, stable client relationships, and a well-supported team often commands a far higher multiple than a $1 million solo practice.

This is one reason we believe many firms won't choose to reduce headcount. They'll choose to grow, because growth increases enterprise value, not just revenue.

> **Buyers are looking for systems, team, and scalability... AI alone doesn't make a firm sellable. Both are looking for a strong bench of professionals... AI is not intended to reduce headcount; it is intended to increase leverage... Clients are not buying tax or accounting services; they are buying the relationship.**



Bob Lewis I President, The Visionary Group

The golden age of professional services

There are a lot of scary headlines. Microsoft has cut more than 15,000 jobs in 2025 alone, Amazon is laying off 14,600, and Tata Consultancy Services is laying off 12,000 people.

Those numbers feel seismic, but they're enterprise moves. KPMG, closer in scale to Microsoft, Pepsi, or T-Mobile than to a 25-person practice, has reduced UK headcount and plans to cut graduate intake by about a third. That does affect juniors at the top end, but it's how a global operator tunes a delivery network, not a template for local practices. The map for smaller firms is different.

When Miller & Associates decides about hiring two junior staff, that's a fundamental choice about growth trajectory. A 25-person firm doesn't carry that kind of slack. Every role matters. Every hire is strategic.

Smaller firms should hire AI-native juniors

Instead of trimming new hires, smaller firms should be doing the opposite: hiring junior talent who are AI natives. Think about how Duolingo and Dunkin' very successfully hired Gen Z talent, some barely out of college, to run their entire social media strategies. Not because they had the most experience, but because they understood the medium intuitively. The same logic will apply to AI in accounting.

Smaller firms should reorganize by bringing in more junior talent to help transform their culture. Train them on client services while embedding AI tools and streamlined processes throughout the organization. These AI-native hires will help firms modernize and change the culture from within.

This will also reshape how firms are structured. The traditional triangle—broad base of juniors, narrow top of partners—will flatten into something more balanced. AI will handle much of the manual work, but juniors remain essential as the next generation of managers and partners. As AI becomes embedded in workflows, their judgment becomes even more important. AI is most effective when guided by someone who understands the work—knowing what to ask, how to interpret results, and when to override the output.

With the disproportionate impact juniors can have, the path from graduate to business owner or partner is about to get much shorter.

Client to staff ratios are going to increase

In client accounting services (CAS), a 10:1 client-to-staff ratio has long been considered the norm. With proper workflows and training—like those provided through programs such as Woodard—firms often scale to 20:1. Now, with automation and AI, that number could double again.

And that shift isn't limited to CAS. Tax-focused firms already work at higher ratios, and those too will continue to increase. Whether your firm centers on tax, bookkeeping, advisory, or full service, the story is the same: each team member will be able to support more clients—and the structure of the firm will need to evolve accordingly.

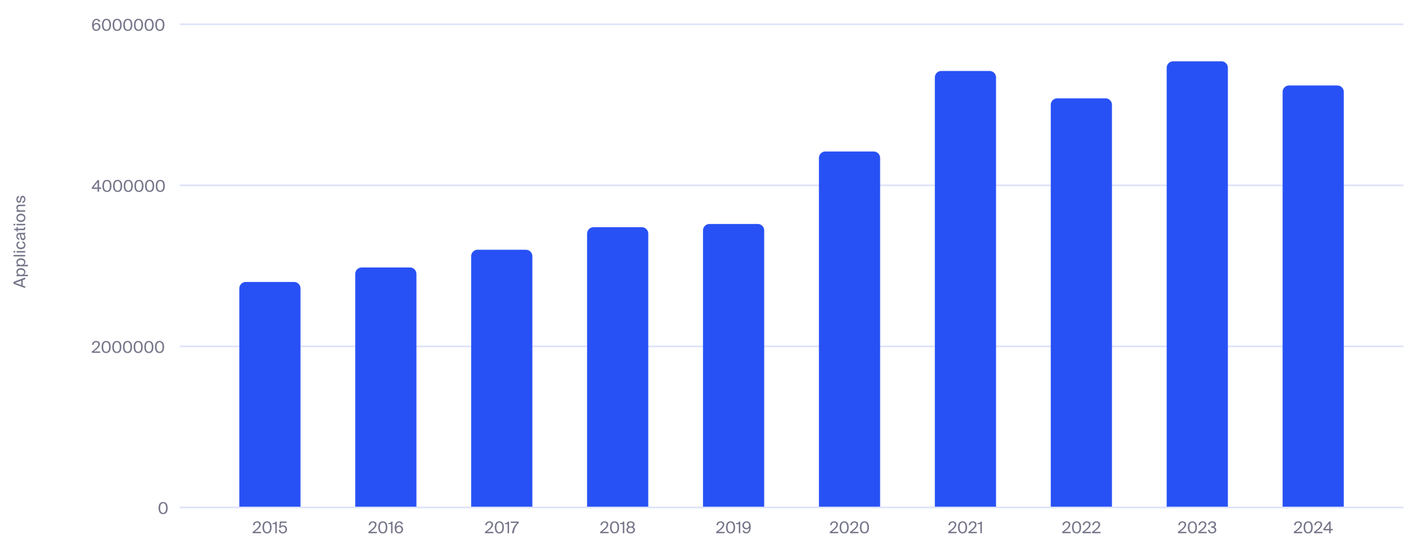
The talent leaving corporate America becomes tomorrow's client list

Americans filed 5.2 million new business applications in 2024—about 1.7 million more than in 2019, a 49 percent jump. Digital storefronts such as Shopify can be launched in an afternoon, and AI tools slash the cost of a first prototype or marketing plan.

Sam Altman captures the moment perfectly: the "idea guys" are "about to have their day in the sun."

Every one of those EINs is a future tax return, payroll run, or advisory engagement waiting to happen. Sure, many people will opt for self-service models, especially as AI will make it even easier, but the doom approach fails to take into account one thing: many people (and I'm one of them) simply don't want to deal with it, even if they can. They'd rather pay a professional thousands of dollars a year for compliance, advice, and peace of mind, letting them focus on growing their businesses or spending time with their families.

Source: U.S. Census Bureau, Business Formation Statistics



Demand for human accountants remains strong

Do you know when TurboTax was first released? 1984. For over 40 years, self-service tax software has been available. These tools have improved significantly, and now AI-powered platforms are taking the next step forward. And yet, demand for human accountants remains strong.

Many successful firms report turning away clients, not due to lack of demand, but due to lack of capacity. Industry conversations now focus on issuing disengagement letters and narrowing client rosters—not because business is in a downtrend, but because there's more demand than teams can serve well. That's not what decline looks like. That's what high-trust, high-value service industries look like when they're in demand.

Clients aren't just seeking compliance. They want guidance. They want someone who knows their business, understands their goals, and helps them make better decisions. Software can handle the forms, but it can't replace the relationship.

Consider Mary the entrepreneur who owns five rental properties, two charitable trusts, three operating LLCs, a QSBS-heavy brokerage account, and vested stock options in two jurisdictions. She might bounce ideas off of ChatGPT, and she may reach out to her accountant less often, since her favorite LLM will give her a faster response, just like I paste my blood panel into ChatGPT, but after that quick pass, she'll still want a professional who will stand behind the advice, run scenario analysis, and talk her through the trade-offs. Just because she can do it herself, or an AI can handle it for her, doesn't mean she'll want to.

Two possible futures

One future pictures machines handling every return and advisory scenario, sending not just accounting, but every professional service the way of the dodo. Unless governments wipe out compliance and taxpayers suddenly prefer to do the job themselves, the more plausible future is the one we are building for: technology that amplifies people. This is one of the reasons private equity is plowing money into the industry

Far from dying out, professional services are entering a golden age. If AI were about to replace accountants and advisors, private equity wouldn't be pouring billions into the sector. The "silver tsunami" of retiring baby boomers is meeting a flood of smart money eager to acquire undervalued firms, modernize them with technology, and expand margins. And it's not just investment funds. Entrepreneurs and other non-accountants are also buying in, viewing these firms as undervalued assets they can tech-enable.

We are building the platform of the future

As firms grow, they adopt more specialized tools that solve real problems, but too often live in separate systems, disconnected from core operations.

At TaxDome, we continue to see this as an opportunity. We're building a platform that can absorb and unify these critical capabilities, but we're thoughtful about how we approach different types of problems.

There are two categories emerging in our industry. Some are what we call 70% problems—tasks that don't require perfect accuracy to deliver real value. Things like drafting emails, summarizing client threads, or suggesting next steps. We're actively building these tools because even partial automation frees up time and improves focus. But we're not building agents to create entire workflows for you—the odds of that being actually useful are too low. Even 70% solutions need to add real value, not just do 'something' you can't work with.

Then there are 99% workflows, such as tax preparation, where "almost right" isn't good enough, even when humans deliver worse results in practice. Louis CK once joked about people being furious when Wi-Fi stops working mid-flight. We can forgive Bob the preparer for making a mistake, but we'll never let down the AI for entering a 0 instead of an O. For these critical workflows, we're selective, and why we're excited about partnering with Juno for tax data entry because they're laser-focused on accuracy. But for the vast majority of capabilities, we believe we can add disproportionate value by building them natively into our platform.

We believe in the power of platforms: Microsoft, Google, HubSpot—these platforms have grown by embedding more and more value over time. That's how we think about TaxDome. When we release major features like our Bookkeeping Hub, they're included in your plan. Other tools might charge $10 per client per month for that feature alone. For a firm with 100 clients, that's $12,000 a year—for one capability. We include it.

Our approach mirrors what Jeff Bezos envisioned with AWS: infrastructure so essential and well-priced that it becomes irrational not to use it. TaxDome should be a no-brainer decision.

We're not guessing at what to build. We're learning from firms every day through thousands of conversations, feedback loops, and product requests.

And despite the SaaS industry moving away from seat-based to full work-based pricing, we're not abandoning per-seat pricing because we believe in people, and we'll continue to deliver disproportionate impact to firms by offering no-brainer value for every seat. When a firm grows its team, it's increasing its capacity to serve and scale. Our model supports that investment. As NVIDIA's CEO Jensen Huang put it, "You won't lose your job to AI. You'll lose it to someone using AI." We're building for firms that want their people using the best tools.

That's the power of a platform. And it's what we're committed to building.

“

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Victor Radzinsky I Ilya Radzinsky
CEO I President
Co-founders

TAXDOME

Where we go from here

Some firms will scale down. Others will scale forward. We're building for the latter, for the teams that want to grow their businesses, invest in people, and offer deeper, more strategic services.

We don't believe accountants are going away. We believe their best years are ahead. Complexity is growing. Expectations are rising. And the role of the trusted advisor has never been more important.

We're proud to be building the platform for that future, and even more proud to be building it alongside you.

We're doing this with a long-term vision in mind. But we're also humble enough to admit that no one truly knows what the future will look like. Most of what reshaped business in the 2000s—cloud computing, smartphones, SaaS—was barely on the radar a decade before it happened. The same, and likely to a far greater degree, will prove true with AI.

The companies that succeed won't be the ones that guess correctly. They'll be the ones that stay close to the market, adapt quickly, and evolve with their customers. That's how we operate at TaxDome.

But we're also clear on this: in the medium term, we believe professional services, especially accounting, will continue to be driven by people. By relationships. By trust.

That's the future we're building for. That's why we're doubling down on empowering humans with better systems, smarter workflows, and more time to focus on what matters.

No matter how fast the technology changes, we believe the best firms will be the ones that use it to deepen—not replace—the human connection.

And we're here to make that possible.



Ilya Radzinsky
Co-Founder, President

Victor Radzinsky
Co-Founder, CEO

Year in brief 2025

Product & system performance

	2024	2025
Jobs completed	1.2M+	2.6M+
Payments processed	$500M+	$900M+
Documents uploaded	45M+	67M+
Automations completed	6.3M+	10.8M+
Proposals & engagement letters signed	300k+	750k+
Accounting clients using TaxDome	3M+	4.5M+

Plus

3,200,000+ Documents automatically renamed with TaxDome AI

93% 5-star ratings for the client mobile app across 25K+ reviews

Releases and updates from 2024 to 2025

- Time tracking 2.0
- Client requests
- Client-facing status
- AI-powered reporting
- Flexible invoice creation
- Client experience AI
- CRM notes 2.0
- Workflow automations 2.0
- E-signature 2.0
- Firm mobile app 2.0
- Global activity feed
- Global organizers
- Organizer CRM integration
- UI Revamp

2024

- Intake and Delivery
- White-label client mobile app
- Document checklists
- Bookkeeping Hub
- Juno integration
- Proposal packages
- Granular document access
- Custom job statuses
- TaxDome Client Care
- TeamChat
- Redesigned client portal
- TaxDome Payments
- Team capacity
- Internal team messages in client chats
- Global Communication
- 24/7 IT & Security hotline with Verito
- Role-based automations
- Activity Feed
- Updated Zapier integration
- Firm-wide 2FA
- Inbox+ team collaboration
- Advanced filters

2025

A security certification milestone

Security is built into everything we do at TaxDome. Our **SOC 2 Type II certification** reflects that commitment.

Moving beyond the initial steps of Type I certification, SOC 2 Type II confirms that our security measures meet best-in-class standards. It verifies that our controls for **confidentiality, integrity, and availability** don't just exist on paper — they operate effectively every day across our platform, our infrastructure, and our team.

SOC 2 Type II certification means TaxDome is at the top of its game when it comes to protecting firm and client data. It's recognition we take seriously, and we pair it with a broad range of global security and privacy standards to ensure complete end-to-end protection.

- **SOC 2 Type II** — audited controls for confidentiality, integrity, and availability
- **PCI DSS** — secure handling of payment data across integrations
- **ISO 27001** — internationally recognized best practices for managing information security
- **FIPS** — encryption methods approved by the U.S. government for securing data
- **GLBA** — safeguards required for financial institutions to protect consumer financial information
- **HITRUST** — combines healthcare, government, and business standards to validate robust data protection and risk management
- **PIPEDA** — confirms compliance with Canadian standards for protecting personal information in commercial activities
- **eIDAS** — supports secure electronic signatures in line with EU standards

Doubling down on customer success

Our customers are the beating heart of TaxDome. In 2025, we invested more deeply than ever in ensuring that every firm — no matter its size — feels supported at every stage.

Recognizing that onboarding can be one of the toughest parts of adopting new technology, we retooled our Customer Success, Onboarding, and Support teams, **expanding by 30%** and **improving first-response time by 25%.**

We also introduced our Customer Success Account Manager (CSAM) program to provide firms with personalized, lifecycle-based support from day one. Our new onboarding playbooks helped firms **launch 40% faster**, and nearly 400 firms have completed onboarding so far this year with an average **98.6% CSAT**.

We've also implemented health scoring and a proactive partnership approach to ensure firms stay on track to reach their growth goals.
To back that commitment, we:

- Maintain response times under one hour
- Provide weekend support during tax season
- Offer seasonal business reviews and specialized training programs to continually help firms get more from TaxDome

Our dedication to world-class support was recognized globally when TaxDome earned the **Silver Stevie Award for Customer Service Department of the Year** in the Computer Software (100+ Employees) category — a proud moment for our team and validation of the customer-first philosophy that drives us every day.

But we're not stopping there. We're extending the same level of care beyond our customers to their customers.

This year, we introduced the industry's first and only end-client support system — TaxDome Client Care. Built for clients with firms on our Business plan, this service assists firm clients directly with technical questions about navigating our platform — uploading documents or photos, e-signatures, communication, and more.

That means clients can get help right inside the portal, so that teams can stay focused on what they're building. Because, honestly, we feel great service doesn't end with just our customers — it extends all the way to their clients' experience.



Yassine Kaddouri
Senior Customer Success Account Manager

Yassine is the best. He is very invested in and open to helping us optimize and reach our goals.

– **Whitney Davis** I Your Tax Coach



Fabiola Garcia
Senior Customer Onboarding Manager

Fabiola was by far THE BEST software support specialist I have ever encountered in my 25 years of experience. I would highly recommend TaxDome to my colleagues, largely based on Fabiola's level of onboarding care.

– **Amanda Chestnut** I Money Mastery LLC



Jorge Torres
Customer Onboarding Manager

Working with Jorge from the onboarding team helped me create a better process and learn how to use the software to its full advantage. TaxDome's commitment to taking feedback, making updates, and servicing their customers is truly admirable.

– **Melissa Pugliano** I Pugliano & Associates LLC

Awards & recognition

CPA PRACTICE ADVISOR READERS' CHOICE AWARDS | 2025

Winner
Comprehensive Firm Workflow Solution

7 category wins!
Winner of Comprehensive Firm Workflow Solutions for the **2nd year in a row**

BEST SOFTWARE 2025 Top 50 FINANCIAL SERVICES PRODUCTS

BEST SOFTWARE 2025 Top 100 FASTEST GROWING

The **#1 Tax Practice Management** platform on G2

Capterra SHORTLIST 2025

#1 Accounting Practice Management Software for the **second year in a row**

CPA PRACTICE ADVISOR 2024 20/40 Twenty under forty

Ilya Radzinsky, Co-founder & President of TaxDome, recognized by **CPA Practice Advisor for industry leadership**

SILVER 2025 STEVIE® WINNER FOR SALES & CUSTOMER SERVICE

SILVER 2025 STEVIE® WINNER FOR GREAT EMPLOYERS

"The Oscars of the business world," the Stevie Awards, recognizes TaxDome for **superior customer service** and **work culture**



Edwin Gonzalez, TaxDome's Community Relations Manager, wins **B2B Community Professional of the Year**

Connecting with the community

Building the future together

While we spend much of our time thinking about where the profession is heading, we never lose sight of how we got here and where we're going together.

Every firm that builds on TaxDome is shaping what the next generation of accounting, tax, and bookkeeping will look like. Together, we're not just preparing for the future, we're actively building it.

This year, that meant showing up in more ways than ever: supporting customers at every stage of growth, connecting face-to-face at events around the world, expanding our community of firm leaders, and deepening our partnerships across the industry.

Here's how we deepened our connections with accounting professionals around the world in 2025.



TaxDome on the road

In 2025, we brought our community closer by launching The TaxDome Roadshow. This series of in-person events was designed to do what technology alone can't: create personal connections that inspire progress and build lasting relationships that shape careers and businesses.

Over the course of five stops — **Miami, Houston, San Diego, Chicago,** and **Toronto** — we engaged with more than **500 tax, bookkeeping, and accounting leaders,** sparking **1,000+ peer-to-peer connections** that helped firms share insights, discover new growth strategies, and reimagine what's possible together.

Each stop featured live workshops led by TaxDome's C-suite and firm leaders from across the industry, covering topics like revenue growth, attracting high-value clients with targeted marketing, improving operational efficiency, and navigating the new realities of accounting in the age of AI.

Attendees also participated in open Q&A sessions where they asked questions, shared real challenges, and sparked honest discussions that offered practical insights they could take back to their firms.

That sense of connection resonated deeply: the Roadshow earned a 90% satisfaction score, a clear sign of just how meaningful it is when we meet our community face to face. And we're only getting started. In 2026, we're planning to reach even farther — taking the Roadshow to new cities and meeting as many of you in person as we can.





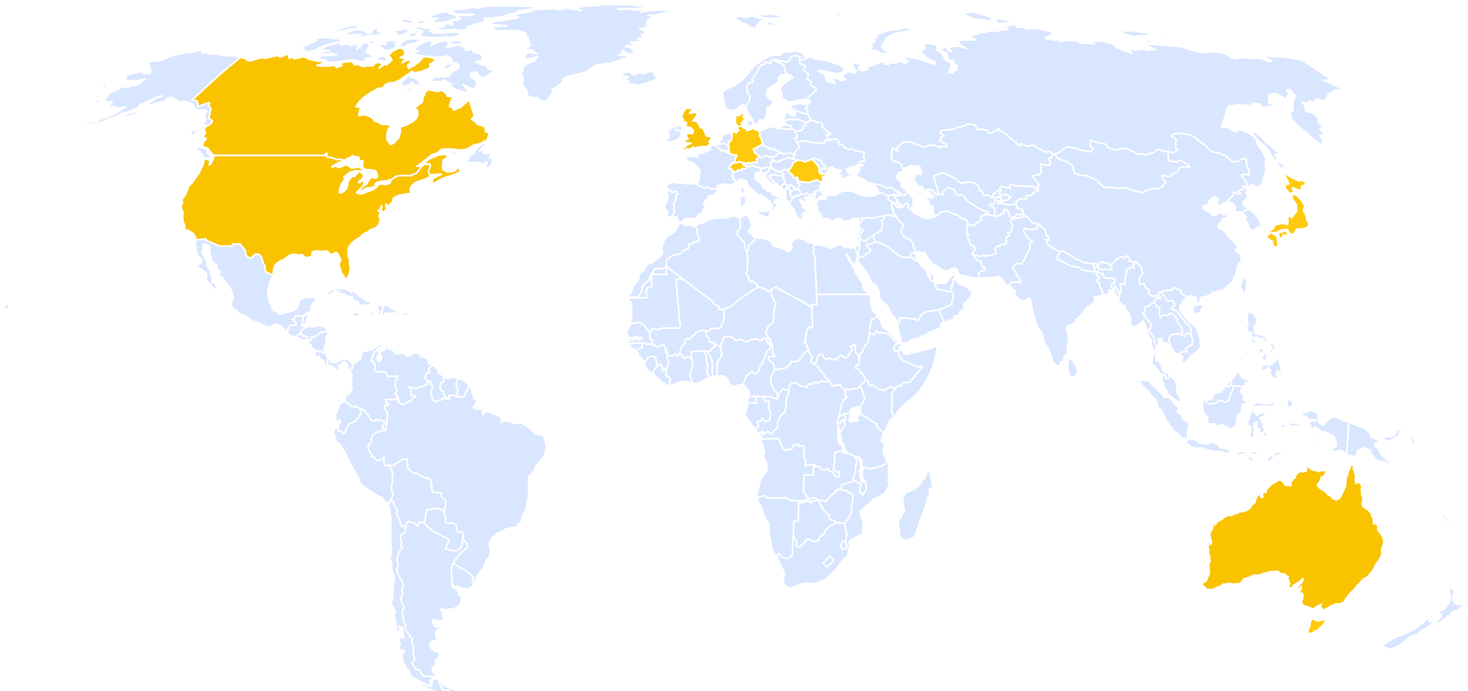
Global events and impact

Beyond the Roadshow, 2025 was a year of connecting with the accounting community on a global scale. Our team participated in 35 industry events, meeting firm owners, team leaders, and emerging professionals who are looking to grow in 2026 and lead the industry for years to come.

In North America, we joined **21 conferences and gatherings**, and internationally we took part in **14 events across Romania, Japan, Australia, the United Kingdom, and more.**

We met tens of thousands of firm leaders eager to explore how technology, automation, and shifting client expectations are redefining the profession.

We join these events not only to share TaxDome's value, but because we still believe nothing replaces the power of personal connection. Hearing directly from professionals — whether they're long-time TaxDome users or discovering us for the first time — makes every conversation meaningful and helps guide what we build next.





Building a community of peers

In 2025, over 3,700 new members joined the TaxDome Community, pushing us past the 6,000-member milestone and making it the largest private space for tax, bookkeeping, and accounting professionals to connect and grow together.

But these numbers only tell part of the story. The TaxDome Community has become a true meeting point — a place where firm owners, team members, and industry experts come together to collaborate and solve real challenges side by side. It's a space built not just for networking, but for genuine progress.

That vibrancy didn't go unnoticed. The TaxDome Community was recognized at the 2025 CMX Community Industry Awards, being named a finalist for Best New Community and a win for our Community Relations Manager, Edwin González, as the top B2B Community Professional. It was a proud moment not just for our team, but for every member who contributes their time and expertise to help others grow within our community.

What began as a few early conversations has now become a global network of professionals spanning 100+ countries — from the United States to Spain, Canada to South Africa, the Philippines to the United Kingdom, and beyond. It's proof that accounting innovation doesn't stop at borders; it grows when curiosity and passion connect us, and knowledge is freely shared.

COMMUNITY INDUSTRY AWARDS '25

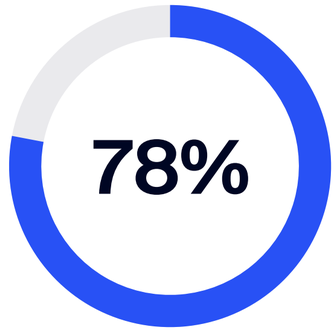
TaxDome Community leader wins CMX Award for B2B CommunityProfessional!



"What I love most about the work that I do is the impact I can have on my clients. We are bringing people together – we can solve real problems and we can turn the feedback that they have into action in TaxDome.



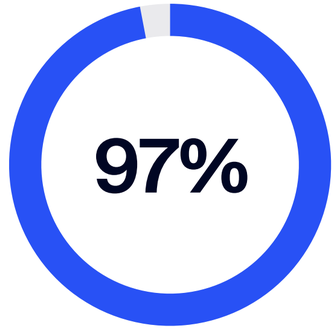
Edwin González
Community Manager



Member contribution rate vs. 70% top-performing community benchmark

5.9

Comments per post vs. 4-comment benchmark for high-performing communities



YTD member participation rate

Connections that shape the industry

If you've ever spent time in the TaxDome Community, you've seen what makes it special — the excitement of new firm owners introducing themselves, the thoughtful advice shared between peers, and the collective drive to make this profession stronger, smarter, and more connected.

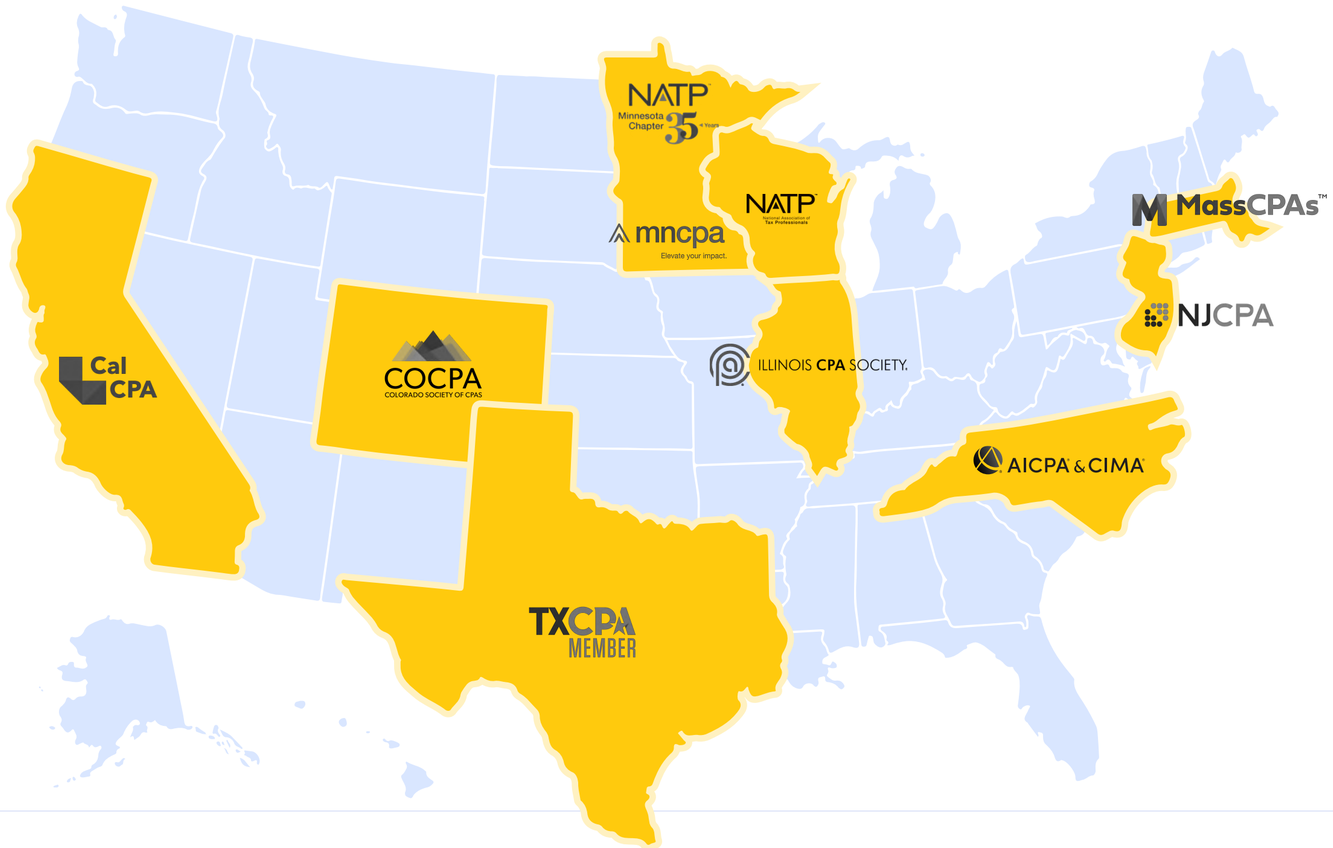
This isn't just a community; it's a movement. One where every question, answer, and idea helps shape the future of the accounting industry at large.



Proof in partnerships

That same spirit of collaboration extends beyond our own community, to industry professionals from all walks of life and at every stage of their career journey.

Today, TaxDome is proud to be the preferred partner of accounting associations across the United States, working closely with them to support their members — and the next generation of accountants — as they navigate a profession in transformation.



We're united with associations that educate, advocate, and empower the firms driving this industry forward. Together, we're helping members stay ahead through shared knowledge, research, and education — contributing to publications and hosting free, data-driven webinars that explore our **industry-first research reports** that go straight to firms' clients (instead of vendors, like most reports).

This year, two of our first-of-their-kind reports were the foundation for these conversations:

- **The Client Experience Report:** based on our survey of 1,000 accounting clients across the U.S., uncovering what clients truly expect from their accounting experience and how firms can turn those expectations into loyalty.
- **The 2025 Niche Business Accounting Report:** drawn from insights from 350+ business owners and leaders, exploring how they value specialized accounting services and what drives their willingness to pay more as their businesses grow.

These partnerships go beyond events and articles. By working side by side with associations that guide and grow generations of accountants, we're helping ensure every firm and future accountant has the insight and support they need to thrive in this new era.

TaxDome backstage

The people behind the platform

Behind every innovation, every support chat, and every new release, there's a dedicated team of people whose talent, grit, and collaboration make TaxDome what it is.

Once again, that commitment was recognized globally by the Stevie Awards when we received the Silver Stevie for Employer of the Year in the Business & Professional Services category. For us, this recognition isn't a trophy; it's proof that when our people thrive, our customers do too.

At the heart of TaxDome's culture are the values we live by every day:

- Proactivity
- Growth
- Openness
- Innovation mindset
- Supportive collaboration
- Customer-first thinking

These ideals guide how we build, communicate, and connect across 40+ countries and 15+ time zones, uniting more than 400 team members into one purpose-driven team that genuinely cares about the people they're building for.

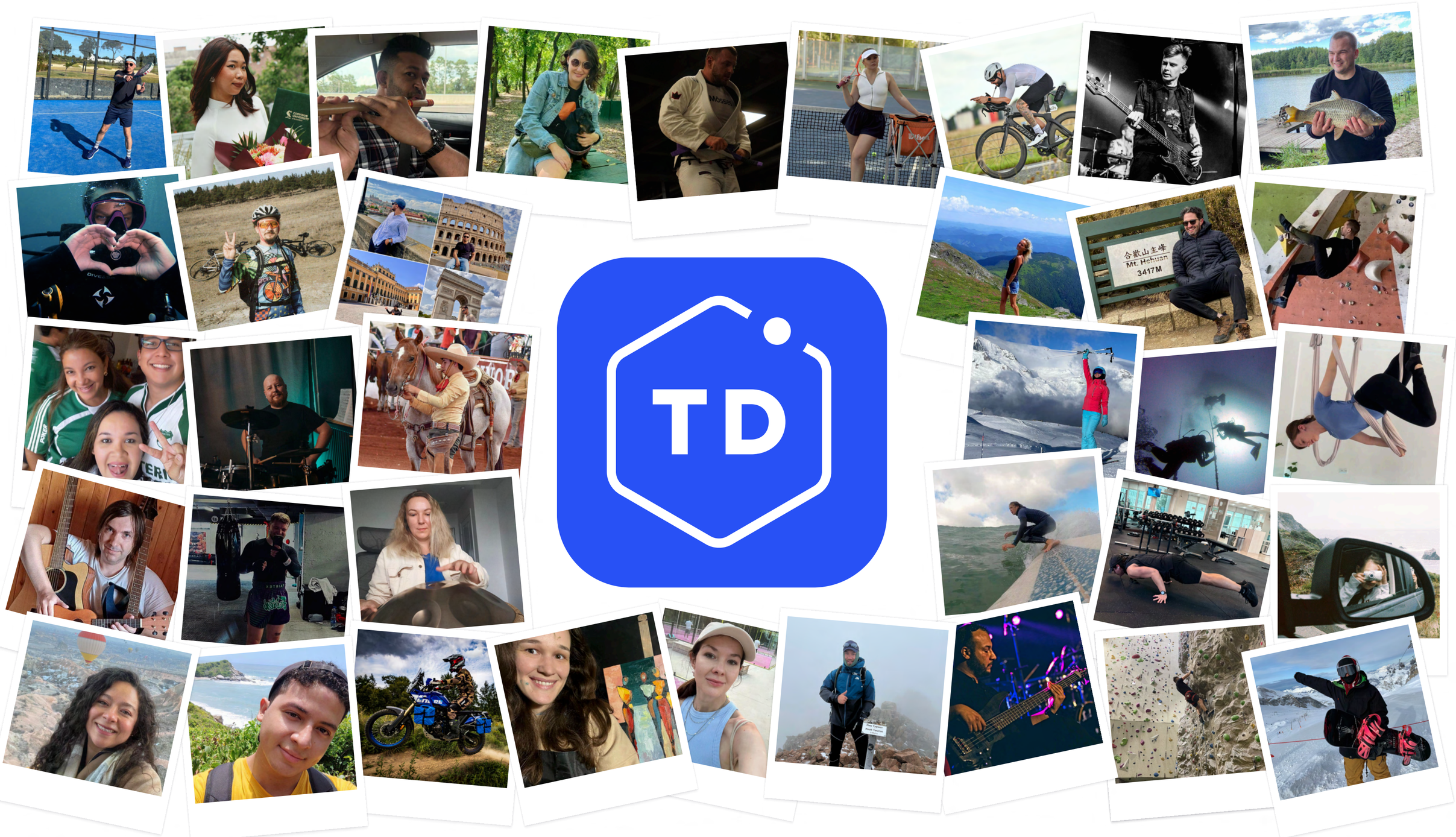
To celebrate that spirit, we regularly share the faces and stories behind the platform — the engineers, designers, and customer success specialists who bring TaxDome to life. In 2025, we hosted an offsite in Cancún, Mexico, honoring some of our top performers across categories like Manager of the Year, Global Impact of the Year, Customer Education Specialist of the Year, and more.

In 2026, we're planning more offsites to foster connection and show our appreciation for the dedication that makes TaxDome the top choice for firms looking for more than software — but a partner in building their business and legacy.

Because even as we grow globally, our foundation remains the same: a team that's driven by purpose, united by values, and inspired by the professionals we serve.



The TaxDome team around the world



TAXDOME

Built for today.
Built for tomorrow.
Built for you.