

Automating Business Workflows: Transforming Operations for Greater Efficiency and Profitability



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In today's fast-paced business environment, companies are under increasing pressure to operate efficiently, reduce costs, and respond quickly to customer needs. One of the most effective ways to achieve these goals is through business workflow automation—the use of technology to streamline processes, eliminate manual tasks, and ensure information flows seamlessly across the company.

What Is Workflow Automation?

Workflow automation uses technology to automate repeatable business processes based on predefined rules and logic. Rather than relying on manual steps—emails, spreadsheets, or paper forms—automated workflows route tasks, notify team members, update systems, and ensure work is completed quickly and consistently.

Common tools include solutions like Microsoft Dynamics, Power Automate, and other cloud-based platforms that allow businesses to automate tasks across departments such as finance, sales, operations, and customer service.

Key Benefits of Automating Business Workflows are:

Increased Productivity - Automation removes time-consuming, repetitive tasks from employees' workloads. Instead of entering data, sending reminders, or searching for information, staff can focus on higher-value activities such as serving customers, analyzing data, or developing new strategies.

Reduced Operational Costs - By replacing manual processes with automated ones, companies reduce labor costs, minimize errors, and improve resource utilization. Automated workflows also require fewer tools and reduce reliance on spreadsheets and workarounds that often slow down operations.

Improved Accuracy and Consistency - Manual work is prone to mistakes. Automation ensures that data is captured and processed correctly every time. This leads to more reliable reporting, fewer customer service issues, and better compliance with internal policies and regulatory requirements.

Faster Decision-Making - Workflow automation gives leaders real-time visibility into performance metrics. Automated dashboards and alerts bring attention to bottlenecks or exceptions immediately, enabling faster, more informed decisions.

Enhanced Customer Experience - Customers benefit when processes move faster and more smoothly. For example, automated order processing, service ticketing,

or billing, help reduce delays, keep customers informed, and improve satisfaction and loyalty.

Better Employee Experience - Employees are more engaged when they spend less time on repetitive tasks and more time on meaningful work. Automating workflows also reduces frustration caused by unclear processes or missing information.

Greater Scalability and Flexibility - Automated workflows can be adapted as your business grows. Whether you're opening a new location or adding new services, automation makes it easier to maintain consistency and efficiency across the company.

Modern cloud platforms such as Microsoft Dynamics, Microsoft 365, Power Automate, and Azure give businesses the ability to automate processes without complex programming. These tools are reliable, secure, and scalable—and can integrate seamlessly with many other applications your company uses every day.

Conclusion: Automating business workflows is no longer optional for companies that want to remain competitive. It is a proven way to reduce costs, streamline operations, and increase productivity, sales, and profits. Whether you're looking to digitize a single process or transform your entire company, workflow automation provides long-term value and measurable results.

Ensuring Accurate Property Tax Assessments: Pay Attention to Municipal Records



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Notoriously, New York ranks among the highest property tax areas in the United States. Under New York's statutory framework, annual tax bills are calculated by multiplying the tax rate by the property's assessed value. While the rate is fixed by the tax levies of the various municipalities, school districts and special districts, the assessment itself is subjective and fact-sensitive. Pursuant to NY Real Property Tax Law §§ 301 & 302, tax assessors must value each property annually according to its condition and use. A property that is not correctly inventoried in municipal records may be assessed at a higher market value than it should be, resulting in unfair taxes.

A simple, but essential, question exists for every property owner: Does your assessment accurately reflect the condition and use of your property?

The physical character of commercial and residential properties can change over time as owners adapt to their needs, changing markets, and/or tenant demands. However, the assessor's inventory may not always reflect

a property's condition, which can result in an inflated assessment.

This article illustrates two examples of discrepancies: a change in the use of a property and an inaccurate calculation of a property's size. The first example shows how converting office space to industrial space may not be reflected in municipal records, resulting in an inaccurate assessment. The second example explains how differing calculations in a property's size, such as including a parking garage in total square footage, may cause an assessment to be inflated.

Change in Use:

When the use of a building shifts, the impact on assessed value can be substantial. For instance, imagine an area where older office buildings are gradually converted to industrial uses. If Owner A historically used a building as office space, the assessor may have valued it accordingly for those years. However, if Owner B purchases that building and converts the interior to industrial use, the assessor may innocently continue valuing it as office space.

This is consequential because if your property is mistakenly assessed as office space when in reality it is used as industrial space, you have a right to correct the records so that they reflect the accurate use of the property.

An Inaccurate Calculation:

Discrepancies in building area calculations may also lead to inaccuracies in assessments. Consider an office building containing a parking garage. Typically, parking garages are considered an amenity, meaning that its incremental value is already reflected in the overall value

of the property. An assessor may erroneously consider the garage as leasable space that can be separately occupied. This would inappropriately and unfairly increase the total square footage of the property.

For example, if the main building is 20,000 square-feet, and the parking garage is 10,000 square-feet, the assessed value should be based only on the 20,000 square feet of primary space. However, if the assessor treats the garage as part of the gross leasable area, then the full 10,000 square foot garage may be included at the same market rent attributed to the main building. The same hazard exists for mezzanine build-outs and ancillary structures.

The Critical Importance of Filing an Assessment Challenge: Once tax bills are issued, it is generally too late to contest the underlying assessment for that tax year. Taxpayers are often unaware of errors in their assessment data and only realize something is amiss after receiving their bills. The opportunity to correct an error on an assessment is typically only possible within the statutory grievance window. The Suffolk County filing period deadline is on May 19, 2026, and the Nassau filing period deadline is March 1, 2026.

It is important to consult with a property tax attorney to ensure that you are being fairly and accurately assessed on your property, which includes reviewing the assessing jurisdiction's records to ensure it is properly accounting for the condition and use of your property. Additionally, it is important to stay on top of filing deadlines so that you have the opportunity to address any assessment errors.