

AI Tax Research Assistant Example for Small Accounting Firms

TaxWorld grew 200% year over year with an AI tax assistant

TaxWorld built Ezylia, an AI tax research assistant for small accounting firms, on CustomGPT.ai with no internal engineers. Grounded in legislation, tribunal decisions and case law, it answers 2,000+ tax questions a day with citation-backed answers.

97.5%

Queries handled successfully

200%

Year-over-year revenue growth

500+

Hours saved per week

THE CHALLENGE

Small firms buried in legislation, guidance and case law

Accountants at small firms were drowning in dense legislation, guidance and case law. Research ate into billable hours, quality varied across sources, and there was no scalable way to get instant, accurate tax answers.

Established research tools served larger firms but were cumbersome for small practices. General-purpose AI models lacked the depth and precision of TaxWorld's own knowledge base.

WHAT TAXWORLD NEEDED**Expert depth.**

Answers grounded in tax legislation and case law.

Speed.

Instant answers in place of hours of manual research.

Trust.

Citations accountants can verify, with no hallucinations.

A lean build.

Launch fast without hiring engineers.

HOW TAXWORLD SOLVED IT

Ezylia, an expert AI tax assistant, live within days

Deep source library.

Thousands of legislative documents, tribunal decisions and case law, connected through 100 one-click integrations and 1,400 supported file types.

Citation-backed answers.

CustomGPT.ai's retrieval architecture delivers real-time answers with sources attached.

On-brand assistant.

No-code tools let TaxWorld launch a friendly persona inside its redesigned site.

ABOUT TAXWORLD

TaxWorld is a fast-growing fintech company that builds AI research tools for small and mid-sized accounting practices across Ireland and the UK. It gives firms with fewer than ten employees the depth and precision of national tax authorities, and is now expanding into the UK and US markets.

AT A GLANCE

PRODUCT Ezylia, an AI tax research assistant for accountants	MARKET Small and mid-sized accounting practices in Ireland and the UK	SUBSCRIBERS 740 paying subscribers, only eight cancellations since launch
--	---	---

HOW ACCURATE ARE AI TAX ASSISTANTS?

RAG, source citations and data security for tax research

- 1 Verified sources only.**
Every answer comes from TaxWorld's legislation, guidance and case law, not general training data.
- 2 Citations on every answer.**
Accountants can trace each answer to a specific law or decision.
- 3 Data stays protected.**
TaxWorld keeps control of its proprietary legal data, with no training on it and no leakage.

RESULTS

Results at a glance

MEASURE	RESULT
Total queries	189,351
Answered by AI	184,690 (97.5%)
Daily questions	2,000+ and rising
Annual recurring revenue	Doubled to close to €1M in 24 months
Paying subscribers	740

Instant citations replace hours of manual research, and Ezylia drafts letters and emails in reply to customer questions. Answers from TaxWorld's human members' Q&A forum are added to Ezylia's knowledge automatically.

//

CustomGPT.ai let us punch far above our weight. With almost no engineering budget, we built an assistant that now answers tens of thousands of complex tax questions and fuels our revenue growth every month.

Alan Moore

FOUNDER AND CEO, TAXWORLD

WHY IT WORKED

- Founder-led deployment.**
Rapid testing and refinement.
- No-code simplicity.**
Non-engineers scale with confidence.
- Trusted citations.**
Answers accountants can rely on.
- Scalable infrastructure.**
Grows with every new customer.

ABOUT CUSTOMGPT.AI

CustomGPT.ai is a no-code platform for building AI agents that answer only from an organization's own content: documents, websites and knowledge bases. Every answer is grounded in verified sources with citations, and the platform is SOC 2 Type 2 and GDPR compliant. Organizations use it for customer support, internal knowledge search, website chat and more, across help centers, apps and the API.