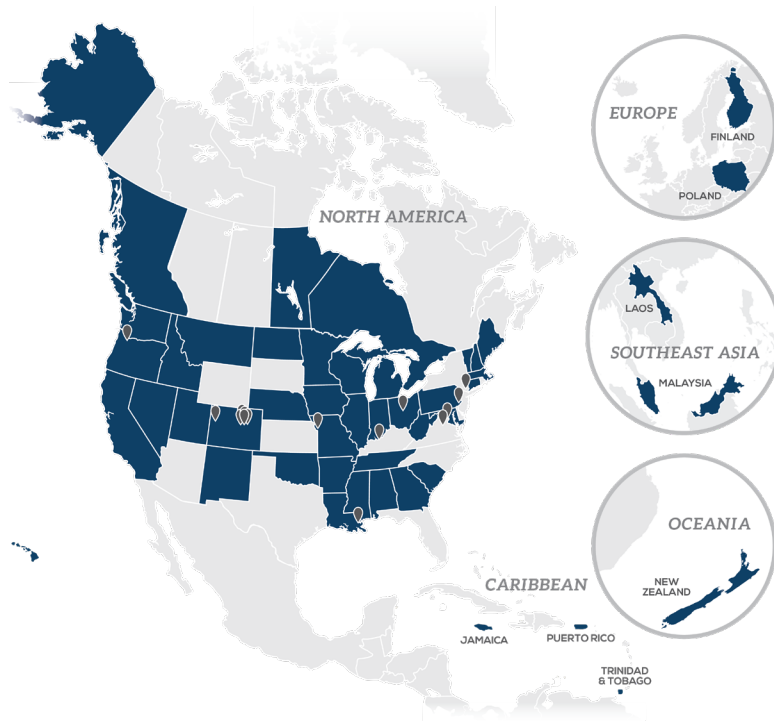




FASTCSE

FAST ENTERPRISES

CHILD SUPPORT ENGAGEMENT



FAST SOLUTIONS
WORLDWIDE

25+

Years of financial processing for
hundreds of public programs

500+

Successful rollouts—
all on time, on budget

MODERNIZING GOVERNMENT **SINCE 1997**

Why have 85+ government agencies worldwide chosen Fast Enterprises to modernize their systems? **Because we keep our promises:** We have a 100% success rate in implementing effective solutions on our FastCore platform to revolutionize agency operations and services—no change orders, no surprise fees, and no delays. And we're always on budget.

SERVING **THE NEXT GENERATION**

FastCSE is your **all-in-one modern child support solution**. Designed to exceed Office of Child Support Services standards, our innovative, dynamic system optimizes Child Support Engagement (CSE) in every facet of your agency, from workflow to customer support.

CASEWORK, REIMAGINED

1

Spend less time documenting cases and more time working with your customers

2

Keep cases moving along to ensure timely payments for families in need

3

Gain greater control over your time and schedule



Casework

360° CASE VIEW

- ▶ **Improve communication** and response times with real-time alerts and action items
- ▶ **Enhance data-driven decision making** with personalized dashboards
- ▶ **Manage client relations** with automatic logs, audit trails, and universal user notes
- ▶ **Never miss a deadline** with timely task assignment, monitoring, and alerts

INTERCONNECTED, INTERGOVERNMENTAL

Our intuitive and easy-to-navigate system streamlines casework, including across jurisdictions, by:

- ▶ Automating logical workflow
- ▶ Initiating tasks and bundling files
- ▶ Digitizing and integrating communications
- ▶ Simplifying document transmittal

43.5M+

**Enforcement activities
managed yearly**

100K+

**Tasks managed
daily**

in 85+ FAST agencies

NEXT-LEVEL WORK MANAGEMENT

- ▶ Set custom work thresholds and monitor benchmarks for improved operations
- ▶ Keep tasks constantly flowing with priority-based workgroups and work queues
- ▶ Streamline legal workflow with automation and file bundling
- ▶ Ensure work is completed at the right time, never left outstanding

Pro-knowledge. Pro-data. Proactive.

Limitless reporting
and KPI possibilities



**SEE YOUR
AGENCY'S
PERFORMANCE
INSIDE AND OUT**

Aggregated data
in one place



**MAKE SWIFT,
EFFICIENT
DECISIONS**

Live performance
metrics



**BE PROACTIVE
WITH EARLY
INTERVENTION**

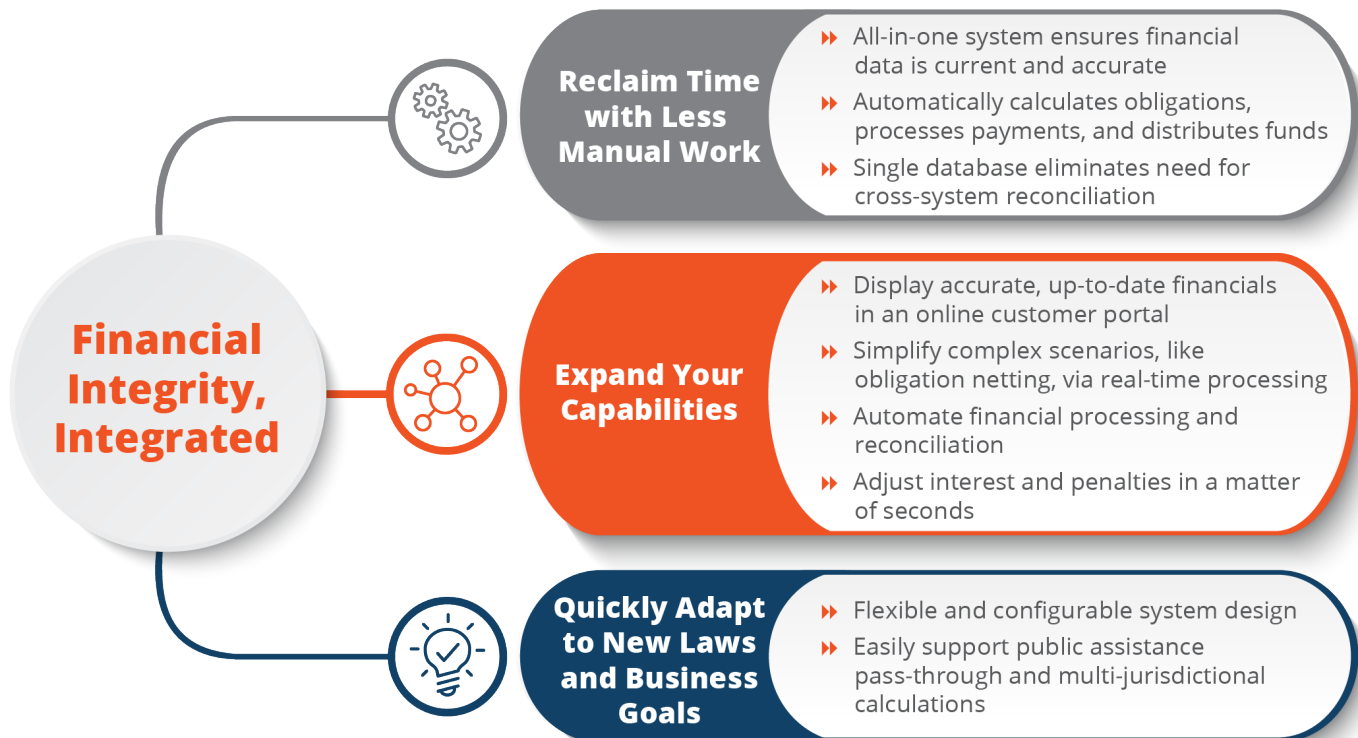
Automated
federal reporting



**ENHANCE
COMPLIANCE
AND DECREASE
WORKLOAD**



FASTCSE FINANCIALS ENGINE: MINT PERFORMANCE



\$453M
collected yearly*



BILLIONS
ANNUALLY
payments collected and
disbursed through FAST systems

*New Zealand Inland Revenue (IR) Annual Report 2021-22



DOCUMENT SOLUTIONS FOR THE MODERN AGE(NCY)

Work Without the Busywork

What does FastCSE mean for document management?

- ▶ Automatic document routing and notifications for file updates
- ▶ Convenient interfacing with barcoding and scanning
- ▶ Seamless correspondence generation for returned mail
- ▶ Undeliverable mail tracking and locate services
- ▶ Effortless redactions for legal compliance

It's time for an integrated workflow with clean desks, fewer payment delays, and remote, secure access to your files throughout the case lifecycle.

Get your documents in order— no matter the case.

Where's the financial affidavit? Who has the W2? FastCSE's digital document repository makes paper shuffling a thing of the past. Once a resource-intensive challenge, document management is simplified with:

- ▶ Auto-generated packets
- ▶ Easy access and editing
- ▶ Logical storage and organization
- ▶ Side-by-side viewing with workflow

A SUPERIOR CUSTOMER EXPERIENCE

Modern Service for Modern Families

Child support cases are stressful. Interacting with your agency shouldn't be. Simplify the experience and exceed expectations by providing 24/7 access to the services and information that matter most to your customers:

- ▶ Program enrollment and account management
- ▶ Payment options and tracking
- ▶ Appointment scheduling
- ▶ Co-parenting tools for shared expenses, calendars, and files
- ▶ Easy file upload anytime, anywhere, on any device



70%
REDUCTION
in IR customer complaints



300%
INCREASE
in IR self-service usage*

Enhancing Employer Engagement

About 75% of child support payments nationwide are collected through income withholding. Facilitate employer participation with online features for:

- ▶ Payment obligations
- ▶ Lump Sum reporting
- ▶ Sharing data with insurance companies
- ▶ Employee management
 - » New hire and terminations
 - » Mass reporting

*New Zealand Inland Revenue (IR) Annual Report 2021-22

NEW ZEALAND'S JOURNEY TO MODERN CHILD SUPPORT

New Zealand Inland Revenue (IR) chose FastCSE to administer child support for the nation of 5.1 million+ people. During the modernization, FAST migrated 2.8 million child support assessments without interrupting services.

Customer service is now more efficient than ever: 80% of customers manage their accounts in the online self-service portal and **IR distributes payments to families 14 days faster.**

"FastCSE delivers flexibility. It's more adaptable and quicker to change," said an IR Child Support Product Owner.

“

FAST's knowledge and fantastic solution really made the journey quite seamless.

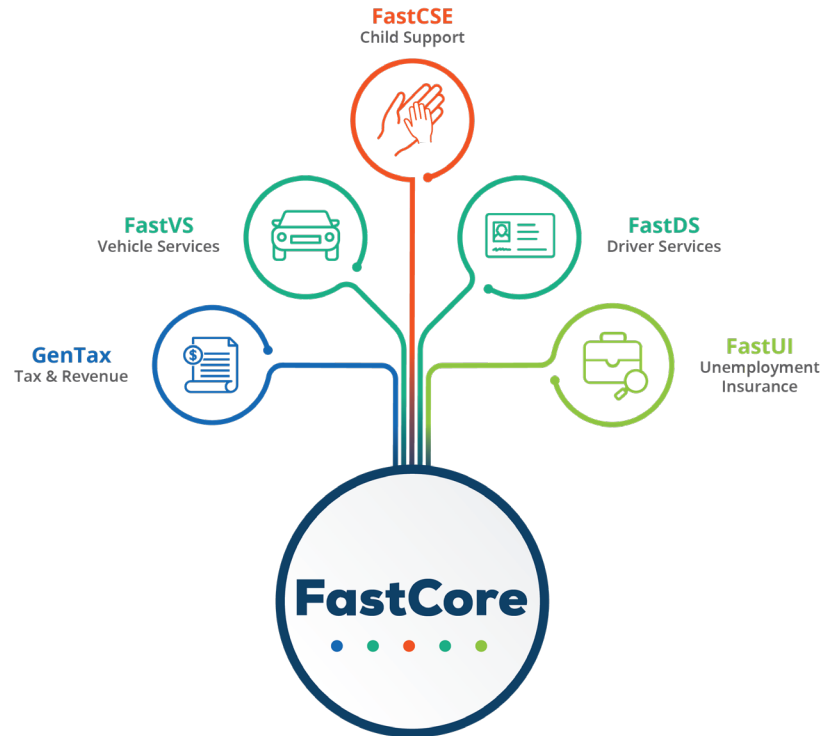
– Greg James, Retired IR Deputy Commissioner of Transformation

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About FAST

FASTCORE: A PROVEN PLATFORM

FastCore—used in 75% of US states—supports rapid implementation and ongoing innovation of our software solutions:



CONTACT US

Contact us today to explore how FAST can serve your agency.



FastEnterprises.com



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FAST
ENTERPRISES



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