



STRATEGY + MANAGED SERVICES

Fast Strategic Services provides insights and services to assist and prepare government agencies to best meet today's challenges and opportunities. Fast Strategic Services keeps apprised of and offers insights into emerging issues, new businesses models, new technologies, and new approaches to effectively manage government programs. It provides strategic direction and cloud-based managed solutions that can be rapidly deployed and ensure ongoing agency innovation.



**FAST COLLECTION  
SERVICES**



**FAST AUDIT  
SERVICES**



**FAST IDENTITY  
VERIFICATION  
SERVICES**

# FAST

## IDENTITY VERIFICATION SERVICES

FAST Identity Verification Services (FIVS) provides fully managed cloud-based identity verification analytics and identity tools. FIVS includes built-in, ready-to-go fraud analytics that target state-specific fraud issues. It significantly reduces an agency's required work effort to implement and maintain a proven and effective fraud program. The agency has full access and control of FIVS.

### KEY FEATURES

- **Analytics:** FIVS includes a series of advanced analytics models that target state-specific fraud issues. Agency staff members have access to existing models and can add their own models. FIVS ensures that the agency is effectively using modern analytics tools and practices to support its fraud processes.
- **Rule Management:** A proven set of fraud rules are available to match and validate against public, commercial, and web data sources. The agency can also manage and add its own rules.
- **Pattern Matching:** An advanced set of algorithms is used to identify fraud rings. FIVS provides analysis and supporting data to assist the agency's efforts to further investigate perpetrators.
- **Bank Verification:** Bank account ownership can be validated. Analytics also identifies high-risk banks. FIVS interfaces with Green Dot for additional Green Dot-provided analytics.
- **Case Management:** Many of the submissions made to FIVS follow an automated workflow. Case management is available when an agency needs to review or manually work a submission.
- **Reporting and Analysis:** A series of reports is available to understand and analyze fraud trends, as well as works in progress.
- **Document Upload:** Customers can upload driver licenses, utility bills, and other documents via the agency's e-Services site.
- **Support and Training:** The FIVS team provides support and training to agency staff.



### VERIFICATION

- **Quizzes:** Customers can complete online identity quizzes via the agency's e-Services site.
- **PIN Letters:** A PIN letter can be sent to a pre-validated address. Customers can respond to PIN letters via the agency's e-Services site.
- **SMS Text:** A text code can be sent to a pre-validated phone number. FIVS confirms customer phone histories and risks.
- **Email Code:** An email code can be sent to a pre-validated email address. Customers can use the agency's e-Services site to input their secure email codes.

# FAST

## AUDIT SERVICES

FAST Audit Services (FAS) provide fully managed cloud-based audit selection and remote tax audit support. FAS includes built-in, ready-to-go audit selection analytics that target state-specific audit issues. The remote audit tools allow taxpayers to securely upload audit documents via the agency's e-Services site. FAS significantly reduces an agency's required work effort to implement and maintain an analytics-based audit selection program. The agency has full access to and control of FAS.



**CLOUD-BASED**



**SELECTION  
REPOSITORY**

## KEY FEATURES

- **Analytics:** FAS includes a series of advanced analytics models that target state-specific audit issues. Agency staff members have access to existing models and can add their own models. FAS ensures that the agency is effectively using modern analytics tools and practices to support its audit processes.
- **Selection Repository:** Several commercial, public, and web data sources expand and enhance the agency audit selection data. FAS extracts and incorporates the agency's return, financial, taxpayer, and other agency data sources into FAS.
- **Rules Management:** A proven set of audit selection rules are available to best select audits. The agency can also manage and add its own rules.
- **Reporting and Analysis:** A series of reports is available to understand and analyze audit trends, as well as works in progress.
- **Document Upload:** Taxpayers can upload audit files and documents to FAS via the agency's e-Services site.
- **Questionnaires:** Taxpayers can respond to audit questionnaires via the agency's e-Services site.
- **Support and Training:** The FAS team provides support and training to agency staff.



**ANALYTICS**



**DOCUMENT  
UPLOAD**

# FAST

## COLLECTION SERVICES

FAST Collection Services (FCS) provides fully managed cloud-based collection analytics, scoring, prioritization, and treatment plans. FCS includes built-in, ready-to-go collection analytics that target state-specific collection programs. It significantly reduces an agency's required work effort to implement and maintain a modern analytics-based collections program. The agency has full access and control of FCS.



### TREATMENT AND PAYMENT PLANS



### FORECASTING AND SIMULATION

## KEY FEATURES

- **Analytics:** A series of advanced analytics models target state-specific collection issues. Agency staff members have access to existing models and can add their own models. FCS ensures that the agency is effectively using modern analytics tools and practices to support its collection processes.
- **Treatment Plans:** FCS provides a Treatment Plan tailored to each collection that maximizes collection revenue, minimizes agency work, and minimizes taxpayer burden. The agency can adjust Treatment Plan goals. Self-Cure, Uncollectable, Best Communication, Offset Likely, and other recommendations are included in each Treatment Plan.
- **Payment Plans:** Predetermined payment plan options that are tailored to a taxpayer's financial situation are available. The agency controls the settings that determine these payment plan options. Taxpayers can easily accept payment plans via the agency's e-Services site.
- **Workflow Management:** The ability to manage and throttle automated and manual collection workflows is included.
- **Forecasting and Simulation:** The analytics, rules, and agency settings include a Forecasting and Simulation layer that allows the agency to understand and analyze how the collection program can be optimized and how changes will affect revenue, agency work effort, and taxpayer burden.
- **Support and Training:** The FCS team provides support and training to agency staff.