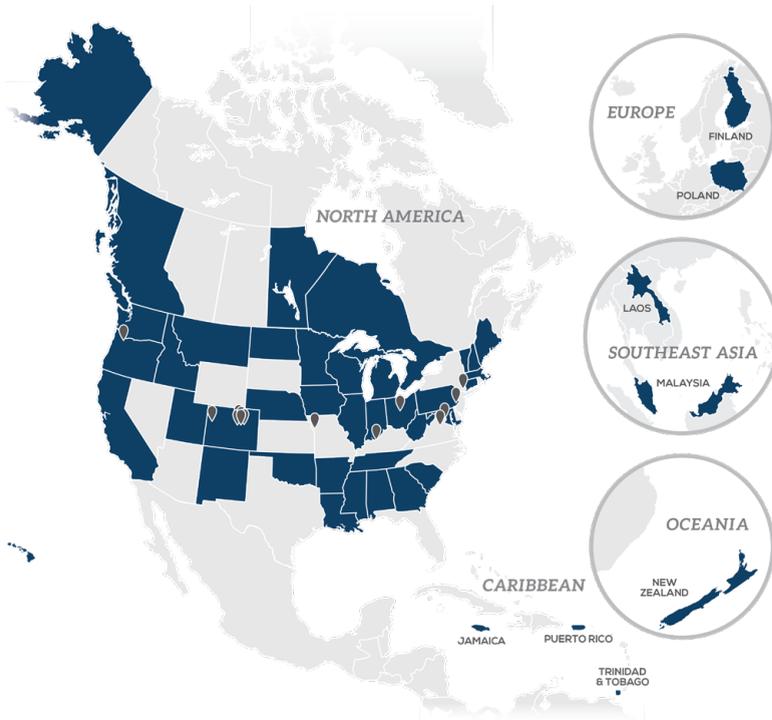




FASTCSE

FAST ENTERPRISES

CHILD SUPPORT
ENGAGEMENT



FAST SOLUTIONS
WORLDWIDE

150M+

Registered customer
web portal accounts

24+

Years of financial processing for
hundreds of public programs

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 OCSE 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 your cases, 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



360° CASE VIEW

- ▶ **Improve communication** and response times with real-time alerts and action items
- ▶ **Enhance data-driven decision making** with customizable dashboards
- ▶ **Manage client relations** with automatic logs, audit trails, and universal user notes
- ▶ **Control your schedule** with easy management and scheduling of in-person or remote visits

43.5M+

**Enforcement
activities managed
yearly**

100K+

**Tasks
managed
daily**

Our intuitive design and easy-to-navigate system allows for:

- ▶ Efficient workflow
- ▶ Timely task assignment, monitoring, and alerts
- ▶ Readily available information
- ▶ Interactive customization options

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
- ▶ 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

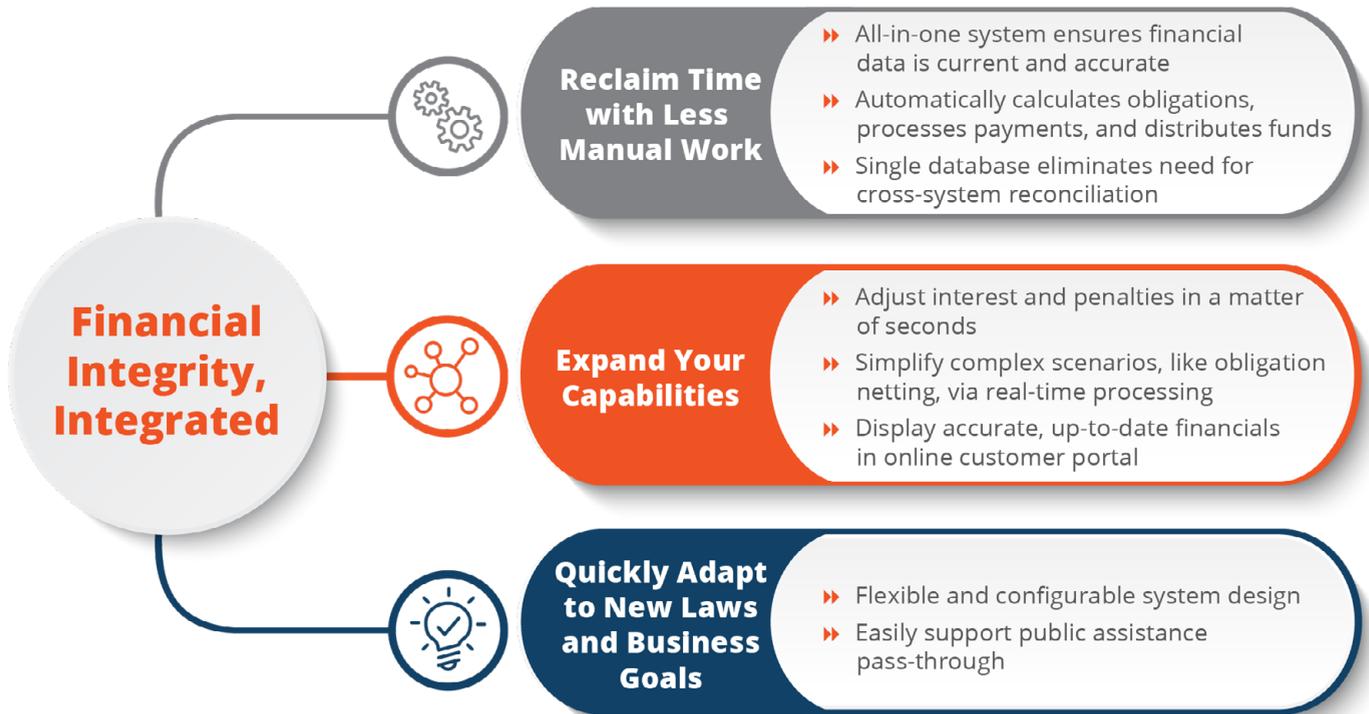
Automated
federal reporting



ENHANCE
COMPLIANCE
AND DECREASE
WORKLOAD



FASTCSE FINANCIALS ENGINE: MINT PERFORMANCE



BILLIONS
ANNUALLY

Payments collected
and disbursed through
FAST systems



85+
AGENCIES

National, state, provincial
and city agencies using
core financial engine



DOCUMENT SOLUTIONS FOR THE MODERN AGE(NCY)

Put the Flow Back Into Workflow

What does FastCSE mean for document management?

You can **work without the busywork** with:

- ▶ Automatic document routing and notifications for file updates
- ▶ Convenient interfacing with barcoding and scanning
- ▶ Seamless correspondence generation and workflow 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.

ORDER IN THE COURT DOCUMENTS

Where's the financial affidavit? Where's the W2? Imagine never having to ask those questions again.

FastCSE gives you a **central, digital repository** for your child support documents. Once a resource-intensive challenge, your predefined packets can now be:

- ▶ Auto-generated
- ▶ Quick to access
- ▶ Indexed and itemized
- ▶ Flagged for discrepancies

No matter the case—FastCSE gets your documents in order.

A SUPERIOR CUSTOMER EXPERIENCE

Modern Service for Modern Families

Child support cases are stressful. Interacting with your agency shouldn't be. Simplify the experience 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
- ▶ Easy file upload for customers: anytime, anywhere, any device



Enhancing Employer Engagement

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

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

A NATIONAL SUCCESS STORY

When New Zealand decided to replace its old mainframe system for child support, the agency knew who to trust: FAST had already modernized operations for Inland Revenue (IR), the national agency that administers services for more than 5 million people.

“FastCSE delivers flexibility. It’s more adaptable and quicker to change,” said Julie Ogle, IR Child Support Product Owner.

In October 2021, New Zealand successfully launched FastCSE—on time and on budget.



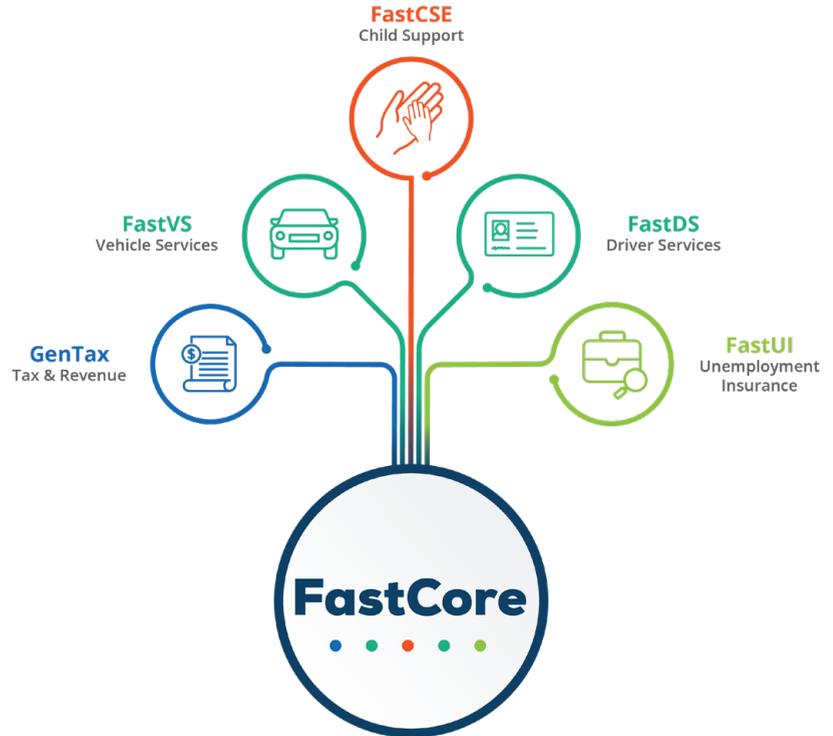
FAST’s knowledge and fantastic solution really made the journey quite seamless.

– Greg James, Deputy Commissioner of Transformation, New Zealand Inland Revenue



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](https://www.fastenterprises.com)



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FAST
ENTERPRISES

