



Indiana DOR Announces Partnership with FAST Enterprises

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Upgraded System to Benefit All Taxpayers

The Indiana Department of Revenue (DOR) has partnered with FAST Enterprises, LLC to take Indiana to the next level in state tax administration. This partnership will provide Indiana with an entirely new, state-of-the-art technology system for DOR's customers to file tax returns, make payments, view and manage their business and individual tax accounts. Legislation passed in 2017 allocated funding to DOR to support the agency's modernization efforts in replacing a legacy system used for over 25 years. In addition to a new technological infrastructure, Indiana taxpayers will soon have access to a user-friendly, self-service portal for common requests such as:

- Electronically filing and amending withholding and retail sales tax;
- Scheduling and automating payments online;
- Automated submission of refund claims;
- Requesting and reviewing transcripts;
- and Submitting Power of Attorney requests.

“Our current system has limited DOR’s ability to provide best-in-class service to our customers and business partners,” said DOR Commissioner Adam Krupp. “Unfortunately, our system simply does not allow room for much-needed improvements to increase efficiency or promote transparency, nor does it effectively support the sheer volume or complexity of transactions we handle for our customers each year.”

DOR’s new system will be configured, tested and released in four phases, covering specific tax types over the next four years. Existing processes will remain in place until the first release of the system, which is expected in the fall of 2019.

“We are impressed with the level of preparedness at the Indiana Department of Revenue,” said Martin Rankin, Managing Partner at FAST. “We have a team of specialists moving to Indianapolis. They will work in partnership with agency staff using our unique implementation approach to give the citizens and businesses of Indiana a modern tax administration system. We are excited to have been selected for this important project.”

FAST is currently the leading provider of integrated tax solution systems with successful implementations in over half of the U.S. state tax and revenue agencies. Their software will replace the Revenue Processing System (RPS), DOR’s current system of record.

For more information on FAST,
visit www.fastenterprises.com