FAST
ENTERPRISES

Tara Lyle
Department of Administration, Purchasing Division
2019 Washington St E
Charleston, WV 25305

August 28, 2025

Dear Ms. Lyle,

Fast Enterprises, LLC (FAST) is a provider of essential software and services for citizens and government. For over 28 years, we have developed, implemented, and supported our software to meet the distinct needs of government agencies that manage critical programs and services. FAST has reviewed the West Virginia Department of Administration's CRFI SEC260000001 Request for Information for a One-Stop Shop Permitting Program. After careful review and consideration, FAST has decided not to submit a response to this RFI; FastCore™ operates ideally as an agency's single system of record, providing software that agencies use to administer critical government programs such as tax & revenue, driver & motor vehicle administration, unemployment insurance, child support and professional licensing and permitting.

FAST has partnered with the West Virginia Department of Revenue since 2006, leveraging our integrated FastCore-based GenTax® system to administer all of DORs revenue programs (65+ tax, licensing, and permitting programs). GenTax processes and manages all customer filings including applications, payments, returns, schedules, and reports submitted by West Virginia customers through various channels, including the web portal. GenTax also supports compliance functions such as debt collection, enforcement activities, auditing, and cross-matching data validation. For WV DOR licensing programs, application review, payment processing, certificate issuance, renewals processing, compliance checks and web portal self-service options are all managed in the single, integrated GenTax system.

FAST also offers occupational and professional licensing agencies a comprehensive, pre-built system for managing all aspects of licensing and permitting administration, serving both internal staff and online customers. Key functionality includes managing accounts, processing applications, renewals, inspections, compliance, and user-friendly online services designed with accessibility and customer experience in mind. These integrated capabilities deliver a seamlessly connected environment for administering the agency's programs. The web portal empowers customers (e.g., individuals, businesses) to create accounts, apply for and renew permits, submit applications, receive correspondence, and more—all through a streamlined, web-based interface.

Internal users operate within a centralized work hub to review, manage tasks, and support customers. Staff can remotely view live customer sessions, enabling real-time guidance and support as customers interact with the system. This eliminates the need for customers to describe what's on their screens — agency users see an exact, real-time rendering, including user input and error messages, enhancing customer service quality. In addition, internal users can personalize their interface by adjusting visual elements and prioritizing frequently used features, creating an efficient and intuitive workspace. Limiting system use to only online services, fails to fully leverage FastCore's unified and comprehensive capabilities.

Company Profile

FAST was established as a privately held company in 1997 to provide government agencies with an alternative and more effective approach to system modernization and program administration. The development and delivery of our fully featured FastCore software for government program

administration represented a stark departure from projects based on custom coding and complicated connections between multiple third-party applications.

FAST serves as the prime contractor providing complete project lifecycle services, including software installation, configuration, extension, integration, interfacing, and testing, as well as data conversion, training, communications support, subcontractor management, system rollout, and production support and maintenance. As the prime contractor on our software implementation projects, we serve as the software developer/provider, the consulting-services provider, the design and integration contractor, and the system support and maintenance vendor.

Our Software

Today, our full line of software products, all of which operate on our FastCore government software platform and underlying code base, operate as the modern system of record and software solution for more than 100 agencies, including West Virginia's Department of Revenue.

Dedicated Experts

FAST staffs our implementation projects with experienced personnel who have successfully led projects across all FAST clients. Key personnel relocate to work directly with agency staff and additional resources, ensuring swift decision-making through in-person collaboration. By aligning FAST and agency personnel by area of expertise, projects benefit from shared knowledge and hands-on engagement. Agency staff begin using FastCore early, providing valuable feedback to optimize performance. Our FAST Development Center in Centennial, CO also houses government program experts who drive ongoing enhancements for our solutions, including web portal services.

Client Network

Working with FAST means joining a network of more than 100 client agencies and having access to their accumulated experience. When enhancement opportunities are identified, we assess the opportunity to make the functionality part of our core product available to all our clients. Key areas that lead to the most successful implementations are:

- **Continuous Improvement:** Clients receive regular service packs, hot fixes, and version upgrades to keep systems modern—no full replacement needed.

- **FastCore Methodology:** Through iterative show-review-refine cycles, we configure business rules side-by-side with clients, ensuring usability and alignment.

- **Change Management:** Success comes when leadership and front-line staff fully engage. Our on-site team builds alignment, while hands-on use throughout the project drives lasting impact.

- **Agency Participation:** Strong outcomes stem from business and technical experts taking ownership. When technical staff stay engaged—rather than tied to legacy systems—clients gain system control and flexibility.

- **Customer-Focused Decisions:** Prioritizing customer needs has helped agencies deliver improved user experiences.

- **Training & Testing:** Our train-the-trainer model equips SMEs and trainers to build super users who support peers and champion the system. Early hands-on practice leads to greater adoption and success.

Proven Experience

FAST has partnered with government agencies worldwide, including West Virginia Department of Revenue, for over 28 years to provide better software and services. Our full line of software products, all of which operate on our FastCore software platform and underlying code base, operate as the modern system of record and software solution for over 100 agencies that administer hundreds of government programs worldwide.
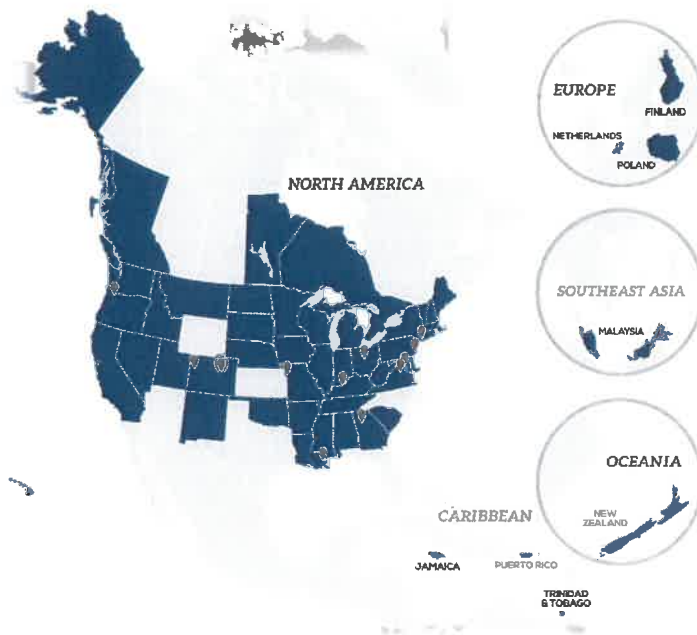
Clients

Tax & Revenue – 64 Clients

- 37 US States
- 3 Canadian Provinces
- 7 International Countries
- 17 US Municipalities

Driver & Vehicle Services – 25 Clients

Unemployment Insurance & Paid Leave – 11 Clients

Child Support – 2 Clients

Over 25 state and local revenue agencies leverage their FastCore systems for the processing and administration of permits, licenses, certificates, and other fee, registration, and compliance programs for businesses and individuals. California's Department of Tax and Finance Administration's FastCore solution processed over 256,000 registrations and 60,000 renewals for permits, licenses, and business/tax certificates in 2024.

FastCore's flexible configuration capabilities can also easily accommodate growing and changing business needs. Business requirements change over time for a variety of reasons, including new legislation, new laws, changing initiatives, emerging program requirements, and the evolving expectations of customers and stakeholders. Many business changes can be implemented through new or modified configurations, without the need for custom programming. This high level of configurable functionality supports rapid implementation of our client agencies' specific requirements during our implementation projects and supports expedited implementation of policy and regulation or program changes after the software is in production.

We appreciate this opportunity to provide the Department of Administration with information related to our services and software. We would be happy to provide answers to any questions you may have, as well as additional information related to our software, services, and successful approach to modernizing government systems.

Sincerely,

James Harrison
Member and Authorized Signatory
Fast Enterprises, LLC