



DEPARTMENT OF TAXATION

DAVID Y. IGE
GOVERNOR

MARIA E. ZIELINSKI
DIRECTOR OF TAXATION

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Tax Department Kicks Off System Modernization Project *Fast Enterprises Selected as Vendor*

HONOLULU – The Department of Taxation is pleased to announce the kick-off of its Tax System Modernization (TSM) project. The TSM project will bring a modern, integrated, commercial off-the-shelf software solution for revenue collection to the State of Hawaii.

Once implemented, TSM will: (1) process returns and refunds in a more timely manner; (2) provide no-cost electronic filing for individual income tax returns; (3) improve customer service through an interactive telephone system; (4) identify fraudulent returns through fraud detection technology; and (5) enhance revenue collection.

FAST Enterprises, a software and consulting service company, has been selected to implement the TSM project. FAST Enterprises has successfully implemented tax systems for 21 States and the District of Columbia on schedule and within budget.

"Tax System Modernization will transform how we work and will enable us to better serve our customers - the taxpayers of the State of Hawaii. Converting a paper-focused manual process to a technologically-driven process will give our employees the tools they need to do their jobs faster and more efficiently," stated **Tax Director Maria Zielinski**. "We're enthusiastic about working with FAST, a company that has a solid track-record of successfully completing projects like this for other states."

James Harrison, a partner with FAST commented, "We are honored to be selected as the State of Hawaii's business partner for this important endeavor. We look forward to working with Director Zielinski and her staff to modernize revenue collection for the people and businesses of the Aloha State."

Funding of \$32 million was approved by the State of Hawaii Legislature in 2013, which will carry the project through FY2018. Stated **Tax Director Maria Zielinski**, "We're eager to finally get this project on its way, in large part due to the support of the Governor and the State Legislature. Without their support and the tireless efforts of the Department of Taxation staff, we would not be at this point."

TSM will consist of five phases or "rollouts", with the first to be completed by the end of 2015, before the next tax season begins in 2016. The project provides for the strategic replacement of problematic systems that impaired the Department's performance during the past tax season. All five rollouts are scheduled to be completed by mid-2019.

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Media Contact:

Mallory Fujitani
Department of Taxation
Phone: (808) 587-1481
Email: mallory.c.fujitani@hawaii.gov