

# NEW HAMPSHIRE

## How the State Modernized Tax Filings with eFx



When the State of New Hampshire needed to replace outdated software and eliminate the inefficiencies of paper filings, they turned to TriTech's eFx platform. In less than a year, the state has already seen major improvements in efficiency, accuracy, and ease of use.

### The Challenge

New Hampshire had been relying on an outdated tax database that was no longer supported. With thousands of returns still coming in on paper, the department needed a secure, modern solution that would move them toward electronic-only filings and reduce the time spent on manual data entry.

*"We needed a new tax database, and we needed a way to move toward accepting electronic filings only, so we could eliminate the manual data entry involved with receiving paper tax filings," they explained.*

### The Results

In their first year with eFx, New Hampshire has achieved:

- 100% of returns filed electronically
- Significant time savings by eliminating manual data entry
- Built-in validations that ensure filers cannot submit without required documentation
- Secure storage of tax data
- Easier oversight with audit notes, status tracking, and extensive reporting fields

*"TriTech allows us to set validations, so the tax filers are not able to submit their tax filings without the supporting documentation that we require. This has helped us save time by not having to request support."*

### Looking Ahead

In their first year alone, New Hampshire has seen the value of eFx and is eager for what's to come. As they continue refining their customizations, the state anticipates even greater efficiency and impact. *"eFx is already making our jobs easier in the first year, and we cannot wait to see and utilize the finished product when we are done with our State's customizations."*

Their advice to other states is clear: explore what TriTech has to offer. *"I would encourage another state to look at the products they have to offer, as I feel TriTech will attempt to customize solutions to meet the client's needs."*

### The Solution

Because New Hampshire was already working with TriTech through Premium Pro Enterprise, eFx was a natural fit. Prior to signing up for eFx, the state allowed insurance companies to e-file their returns using TriTech's Premium Pro Enterprise software. Through this setup, Enterprise transmitted returns directly to New Hampshire's back-end database via a secure web service connection.

During the launch of eFx, New Hampshire worked closely with TriTech's implementation team who provided hands-on support and ensured the system was customized to their workflows.

*"We have enjoyed working with the TriTech team, who have proven their dedication to implementing a software solution customized to meet our needs."*

