



Q/A with William L. Fava, Trustee

Meet Will Fava, a newly appointed trustee in Mississippi. In January 2019, Will was told he was going to be appointed as a new trustee in his district, replacing the previous trustee that is now an acting bankruptcy judge. This all occurred right before the government shutdown. That's when things got interesting.

About TrusteSolutions

TrusteSolutions is a division of Financial Software Solutions, LLC (FSS), a Houston-based software company that has been providing innovative, cloud-based, enterprise-level platforms to legal professionals across the United States for more than 15 years with consistent ownership. In addition to TrusteSolutions, FSS offers online office management software including time and billing, task management and safe document sharing through its BlueStylus division, and a single solution, web-based, case management software designed specifically for receivers through its CORE division, providing collaboration and seamless organization.

Were you familiar with any of the bankruptcy case management software providers before becoming a trustee?

“ I had not heard of any of them. Two reached out to me. One was TrusteSolutions. The rep had a good grasp of the software and how it worked. He explained the functionality of the software and described how it would benefit me. I expressed what I needed from the software as a new trustee – to be organized and manage the process of being a trustee. He answered all of my questions so I knew I would feel comfortable when I started using it. ”

What particular aspects of the TrusteSolutions platform have you found most beneficial?

“ I like the organization of files and that I can find things easily. I also like that I can get help from support very quickly when I need it. I've been very happy with TrusteSolutions. They help me with my job. ”

How did TrusteSolutions respond when you were assigned cases after the government shutdown?

“ I was in a crunch because I was told that I was going to be appointed right before the government shutdown occurred. Then things were halted for quite some time. I had to act quickly once cases were assigned to me. TrusteSolutions reached out, answered every question, and got me started right away. They delivered the initial hardware very quickly and scheduled time around my calendar to train me. They knew the situation and moved as fast as I needed them to. They got me set up to go as soon as I had cases assigned. They were there to help with my first 341 meetings in April and have been there the entire time. ”

What advice do you have for new trustees?

“ Learn the schedules if you don't have experience being a debtor attorney. Take your time in the beginning. It's a lot to look at. ”

Will has enjoyed this new experience of becoming a trustee. There are four trustees in his Mississippi district that have been there to help him out as well. As Will begins to receive discharge orders in his first cases, he will reach out to TrusteSolutions once again for assistance. He knows they are just a phone call, chat, or email away.