



It's been a little more than 2 years since Will Fava became a practicing trustee and TrusteSolutions customer in Mississippi. With plenty of training to learn the essentials right off the bat, additional training constantly offered to learn more of the "bells and whistles" and support always on the ready with a speedy response, Will says, "it's been smooth" using TrusteSolutions. "Every time I learn something in TrusteSolutions, it makes my day-to-day job that much easier."

## Q/A

**How has your practice changed in the last two years? First you had to deal with a government shutdown, now COVID.**

“ In general, bankruptcy filings are down since COVID hit. With the slow down, I've had more time to focus on my trustee practice, finetuning processes and procedures. However, filings are starting to go up again. Having a cloud-based system has been extremely helpful. I haven't had to worry about being on a specific computer to work. I'm accessing and using the system more often on a laptop due to not going into the office as much during quarantine. It would be just about impossible to work remotely without a cloud-based system.

**Have you enjoyed using the TrusteSolutions platform?**

“ Yes, absolutely! I wouldn't be able to properly practice as a trustee without TrusteSolutions. I don't have experience with other platforms, but I can't imagine it being any better with someone else. It's so easy to use and their people are always there for me no matter how minor of a question I have.

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**What features have you found to be most helpful?**

“ Not one thing in particular, they are all very helpful. Form creation, TFRs, TDRs, printing and depositing checks, 341 meeting preparation including debtor uploads of tax returns and pay stubs through the BlueStylus portal, being able to pull up whatever information I need right there during a 341 meeting and having information in nice reports ahead of time gives me a good overview of schedules in a consolidated manner. Having everything in one place for each case is great.

For my most recent TIRs, TrusteSolutions walked me through the process to make sure I had everything nailed down for forms 1 & 2. They knew the common spots where the UST office had issues and helped me to avoid those.

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**What is the advantage of having TrusteSolutions automatically send deposits to the bank same day?**

“It’s easy. No more trips to the bank. No putting deposits in the mail or using a delivery service and hoping they get there. You immediately scan it and know it’s there. I can’t think of a better way to handle banking.”

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As a newcomer not so long ago, Will is happy to help new trustees. To start, Will would absolutely recommend using TrusteSolutions. He can’t say enough about his experience with TrusteSolutions. “I can’t think of anything they don’t provide already.” And the people, “From training, to support, to sales, to people I only met once at NABT, they all touch base with me. I even have access to the CEO.”

## ABOUT TRUSTESOLUTIONS

TrusteSolutions, a division of Financial Software Solutions, LLC, is a Houston-based software company that provides financial case management software to bankruptcy trustees and insolvency professionals. Our enterprise-level software and infrastructure originated on the web for increased mobility, enhanced reliability and security and greater performance. As an industry leader, clients can rely on our extensive customization framework, mobile applications and social/collaborative platforms to propel their efficiency and productivity so they can TAKE CONTROL. WITH CONFIDENCE. Learn more at [trustesolutions.com](http://trustesolutions.com) or call 866-878-7831.



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