



Los Angeles trustee introduces market to “completely different” technology that “just works.”

Background

Timothy Yoo was appointed to the Panel of Chapter 7 bankruptcy trustees for the Central District of California in March of 1998. At that time, there were only two software providers to choose from for his Chapter 7 bankruptcy case management needs. The vendor he chose didn't have a presence in the Los Angeles market but that didn't deter Tim. In 2017, during the annual NABT convention, Tim met with TrusteSolutions and learned of a “completely different” way to work, deciding it was time to introduce his office, and market, to a better cloud-based case management alternative.

Situation

Tim values his administrator, Linda Riess, who has been working by his side since he was appointed in 1998. When she had reached a level of frustration with their previous software provider that culminated in her wanting to throw her computer out the window, Tim knew it was time to research other options. “Their technology was starting to languish. They had issues and couldn't get the technology up to par with others,” he shared. Linda added, “There were customer service issues. I never knew when they'd get back to us and that could be a little frustrating when you have to get something done right away.”

After meeting with TrusteSolutions and receiving a glowing recommendation from another trustee assistant that had switched six months prior, they could see that the technology was more advanced than what other software vendors offered. Tim said, “Technology-wise, it was completely different.”

Solution

Once he discussed with others in his office, a group decision was made to switch to TrusteSolutions. Although converting from a desktop-based system is often considered a daunting task, Tim admits it can be a generational issue of not wanting to convert. “People stick with old technology because they remember the pain of the prior conversion process. They have to know there is a better product out there.”

Within 2 days, his office was up and running with accurate data. By the third day, TrusteSolutions was making sure all accounts were balanced, computers were set up and training had started. Linda shared, “The trainer was previously an administrator and could predict my questions. He understood my market and what is required here.” They also benefitted by having a TrusteSolutions expert who knows computers available to help them through the entire process. In addition to advanced software, they received state-of-the-art equipment to work with and if at any time they needed help, the team was there to assist immediately. “They can remote in and show me the steps,” Linda said.

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Solutions for your professional practice

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Both daily users, Tim and Linda have found the TrusteSolutions cloud-based system to be very user friendly and easy to use. They can work from home, noting there is no difference from working at the office. Tim says, "It just works; and when it just works, that's the highest standard there is." Linda echoes his sentiment saying, "It does everything I want it to do. I don't have to worry about anything. I like the system. Everything is better."

As for efficiency enhancements, Tim no longer has to print out anything in preparation for 341 meetings since it is all accessible online. He can even log in from his cell phone with the TrusteSolutions mobile app. He likes that his data is backed up and feels it is safer, knowing his data is maintained off-site. Gone are the days of receiving a CD-ROM instructing them to update software; now it is all done automatically for them.

Linda says her efficiency has also improved and that it is getting better all the time. She specifically appreciates the banking aspect of TrusteSolutions, saying it is flawless. She likes that she can take her laptop with her anywhere and be able to work or quickly look at her phone to answer a question for her trustee while she is out. Unlike their previous provider, she has never had the system crash on her. And if she has a question, she can call or email the TrusteSolutions customer service team and she'll get a response right away. "They get back to you quickly. They're wonderful. So responsive and everyone is really nice."

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Trustee software is their main focus. Tim has seen a shift in the trustee software market over the years and acknowledges that there are providers out there with priorities other than the bankruptcy trustee. TrusteSolutions is not one of those companies. Tim could immediately tell the trustee is the number one priority and focus of TrusteSolutions. He appreciates that he has access to the CEO, stating, "The CEO will pick up the phone if needs be." His office and staff have seen more, and continuous, software advancements since switching to TrusteSolutions.

In Conclusion

At the end of the day, Tim wants his administrator, Linda, to be happy. "If my administrator is happy, then I'm happy." Tim has recommended TrusteSolutions to other local area trustees. Linda has too. She says, "They know how long I've been doing this. They should take my word that this is an easy program to work with, banking is flawless and that customer service is great."

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About Timothy Yoo

Often listed as a "Super Lawyer," and known for creatively resolving bankruptcy issues, Timothy Yoo is well-known and well-respected by his colleagues. A partner of his Los Angeles firm for more than 25 years, he specializes in commercial litigation and bankruptcy. Besides serving as a Chapter 7 trustee, he also serves in several cases as a Chapter 11 trustee, bankruptcy ombudsman, liquidating trustee and Chief Restructuring Officer.

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 or call 866-878-7831.