



Q/A with Patricia Friesinger, Trustee

Meet Patricia Friesinger, a new trustee practicing in the Dayton, Ohio area. At the beginning of her appointment, things moved very fast. She was being assigned cases before she even had a trustee login. Like Will Fava, things were made more difficult due to the government shutdown. But TrusteSolutions stepped in to get her up and running quickly.

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?

“TES reached out to me right after I was selected to be a trustee. I was aware of a competitive software product since I had worked for a trustee who used it. I spoke to other trustees in the area, and liked the fact that TES had been in the cloud longer than its competitor. I knew TES and this competitor were the largest players in the market and figured the software would be comparable — so then I wondered about the service. During the sales process, TES followed up with me and was proactive. I had to call the competitor.”

What particular aspects of TrusteSolutions have you found most helpful?

“Training is top notch. Becoming a trustee is so overwhelming at the beginning. But I could ask for training and get it. The webinars I attended were great and the trainer has been great.”

What has been your biggest concern since becoming a trustee?

“Trustee Interim Reports were a big deal for me. I was really nervous about them. TES updated my software and held my hand as I filed. I even filed them early. In the end, I was like, “you mean that’s it?!” This was my biggest single relief since being appointed.”

What advice do you have for new trustees?

“My mentor brought me a form that was like a flowchart of sorts — things to consider when you get a case, tips and tricks. It was passed to him by his mentor. It helps a lot. I understand TES has similar forms to guide a new trustee through the first year.”

As a new trustee, Patricia has discovered there is a lot to learn. Any time she has a question, though — even just a general trustee-related one — she calls on TrusteSolutions and always gets the assistance she needs. The thorough support she has received every step of the way is just one reason she recommends TES without hesitation.