



Kentucky trustee experiences tremendous increase in efficiency after switching to TrusteSolutions.

Background

Mark Little has more than 35 years of experience helping clients with bankruptcy cases. Residing in Madisonville, Kentucky, Mark is on the board of the National Association of Bankruptcy Trustees (NABT), among other organizations. He's been a bankruptcy trustee for Paducah for 9 years, and 2 years ago he added Owensboro. When Mark was appointed as a trustee, he used the case management provider his predecessor had chosen. Mark met with TrusteSolutions in February 2014 in Coral Gables, Florida, and decided to switch then.

Situation

Mark was interested in a proven cloud-based product. He wasn't very happy with his existing provider, feeling like they "couldn't keep up with us." He was traveling 90 miles to go to court and it was imperative for him to load documents onto his laptop before leaving for court or printing them out to take with him. This added time and extra steps to his court process. It was inefficient and he wanted to be able to take notes and make adjustments on the fly, in real time, in the cloud.

Solution

TrusteSolutions spent a week helping Mark and his team convert systems. The data integrity was there and Mark found that the conversion process was not nearly as difficult as he thought it would be. His indispensable assistant and spouse, Candy, shared, "TrusteSolutions has great tech people. If you have an issue, you call tech support and they're on it in minutes. They're always so nice."

Mark found the software easy to pick up. He says the organization is intuitive and that his efficiency has increased tremendously from the previous platform. "TrusteSolutions has allowed us to go from one section to another without as many clicks. It's seamless." He goes on to share that TrusteSolutions is a stable platform to organize and manage his trustee practice.

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Mark especially appreciates the reliability that the TrusteSolutions software platform provides to him and his firm, saying:

- It doesn't crash or lock up on you.
- You don't get shut out.
- You don't have any problems.
- It works the first time, every time.
- No glitches — it works flawlessly.

Solutions for your professional practice

*"TrusteSolutions
is working on
the future."*

Efficiency at 341 meetings. Prior to the pandemic, Mark took his laptop to 341 meetings. He was able to pull up actions to argue in court and make real-time notes as the debtor testified. He found he saved hours of time from his previous process of taking printouts, making notes on them during the meeting and then returning to the office to re-enter those notes into his desktop-based system. Being an established cloud-based product that originated on the web was a huge deciding factor when choosing TrusteSolutions.

Mark and Candy also like that TrusteSolutions continues to make additions to the system to enhance and improve it. They both agreed, "The platform is just wonderful." They found their previous program to be sluggish, calling it a dinosaur. But Candy stated, "TrusteSolutions is working on the future."

Mobility assists with asset hunting. As a Chapter 7 trustee, Mark has to hunt and find assets on a daily basis. He and Candy now take their TrusteSolutions iPad with them when searching for and recording assets. They use the camera function to take pictures of assets and have found this to be a big help with the process, which saves them valuable time. Mark boasts, "Candy is great at finding assets." He shared a story of finding \$600,000 worth of land in Nebraska for a client and was able to pay off all of his client's creditors.

In Conclusion

Since COVID-19 hit in March, Mark hasn't been back in court in person. Instead, he is using Zoom to conduct meetings. He has found that TrusteSolutions integrates with it and therefore he can conduct meetings effectively in real time.

Mark was impressed that TrusteSolutions reached out to his firm early on and asked if there was anything they needed. He finds the support and leadership to be very proactive. "They were ready to help us. We didn't even have to reach out." When asked what Mark likes about TrusteSolutions, he cheerfully responds, "Just everything."



About Mark Little

Mark Little has dedicated his life and career to helping others. Whether it's assisting his clients with their bankruptcy cases, supporting fellow soldiers in Desert Storm or volunteering for a multitude of charitable organizations, Mark continues to serve. He is a graduate of Vanderbilt University and the Louis D. Brandeis School of Law at the University of Louisville; a member of the National Association of Consumer Bankruptcy Attorneys; on the board of the National Association of Bankruptcy Trustees; and a past president of Hopkins County Bar Association, among others. Mark is proud to have earned the rank of Eagle Scout at the age of 15.

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.