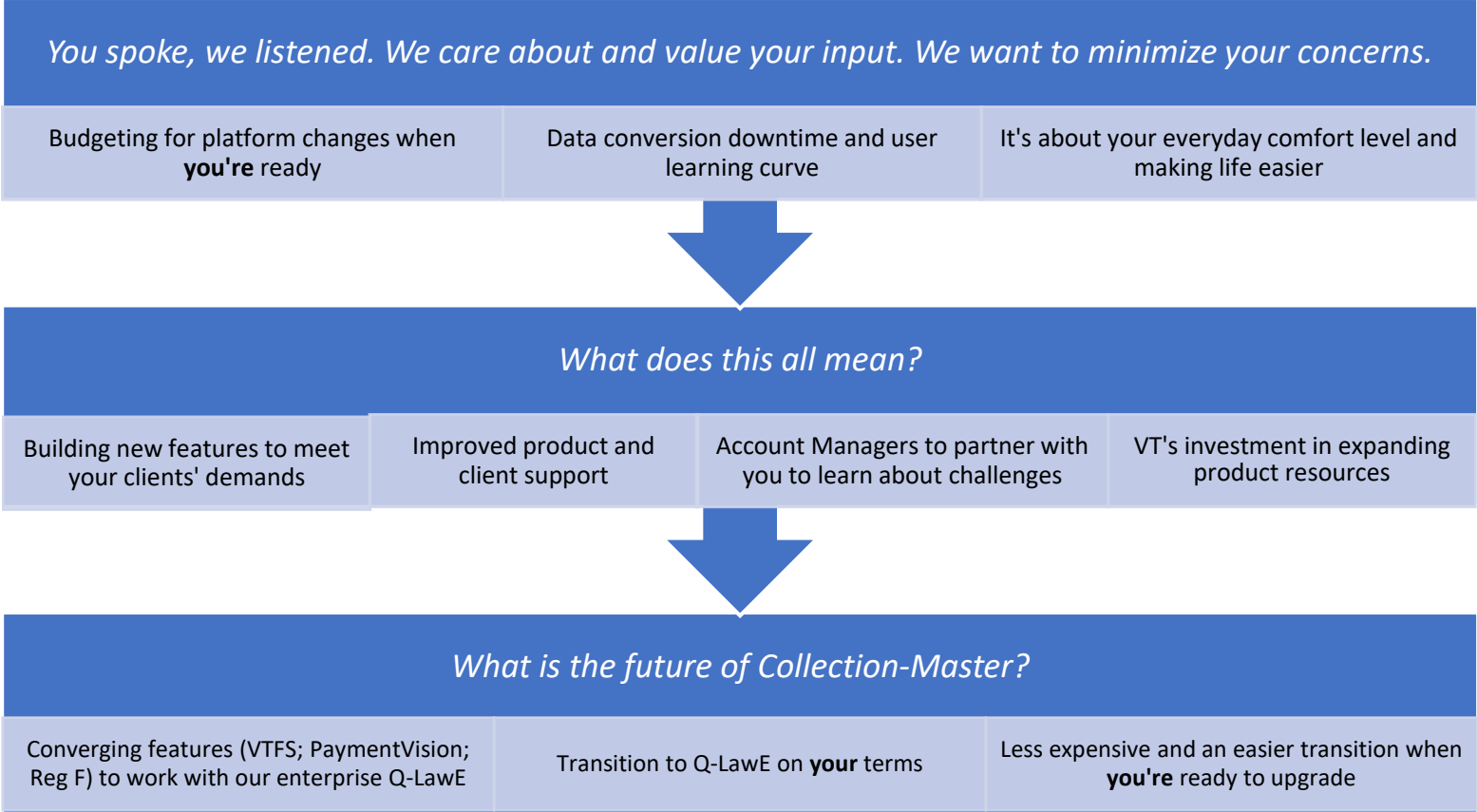# Collection-Master is Here to Stay

Presented by:

- John Currey, Product Owner
- Nicholas Arcaro, SVP Sales
- Julia O'Day, Account Manager
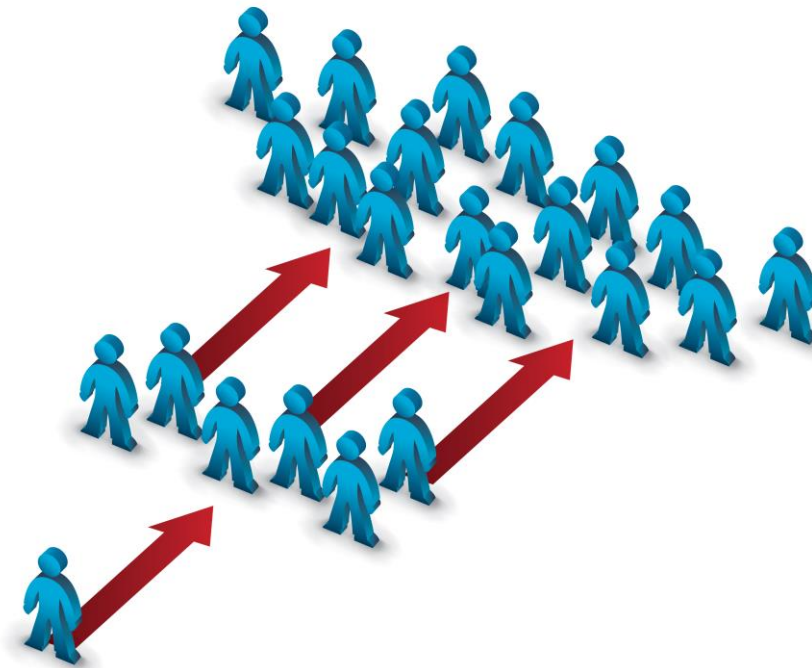
COLLECTION MASTER

**The Mastermind Series**

Presented by VERTICAN TECHNOLOGIES

# Collection-Master Lives!

**You spoke, we listened. We care about and value your input. We want to minimize your concerns.**

| Budgeting for platform changes when **you're** ready | Data conversion downtime and user learning curve | It's about your everyday comfort level and making life easier |
|---|---|---|

**What does this all mean?**

| Building new features to meet your clients' demands | Improved product and client support | Account Managers to partner with you to learn about challenges | VT's investment in expanding product resources |
|---|---|---|---|

**What is the future of Collection-Master?**

| Converging features (VTFS; PaymentVision; Reg F) to work with our enterprise Q-LawE | Transition to Q-LawE on **your** terms | Less expensive and an easier transition when **you're** ready to upgrade |
|---|---|---|

# Vertican's Growing Team

- Vertican is adding resources and growing our teams
    - Collection-Master team
    - Account Management team

# Account Management

- Valuable service included in Diamond & Platinum Support
- A trusted resource
    - 13+ years with Vertican
        - Technical Support Specialist for 10+ years
        - Business Systems Analyst (BSA) dedicated support to Vertican's Diamond clients
        - Long-time Subject Matter Expert (SME) in Collection-Master and vMedia
- A trusted partner
    - Dedicated to cultivating the partnership between VT and You; You and your clients
    - Vertican representation at your client meetings
        - Assistance to meet your clients' changing requirements

# Account Management

- What are your pain points and opportunities for improvement?
  - Optimize your processes through use of product features
  - Maximize your investment in Vertican products by leveraging technology to lower your costs to collect
  - Implement Professional Services when needed to take your staff to the next level
  - Help to grow your business
- Support escalation point of contact

# What's New in Collection-Master?

- Recent application enhancements in Collection-Master
  - Regulation F
    - 7-in-7 enhancements
    - Debt itemization Infinity Fields
  - Various DTPs
    - We've continued client-driven enhancements to existing DTPS
    - Many enhancement to CMvX
    - Remove closed diaries via CM-EDI
  - Regular release communications
  - In-app PaymentVision integration
  - Converging paths with Q-LawE
    - Vertican Support App (VSA)
    - FTP application
    - Attorney Meaningful Review Application (AMR)
    - New File and Serve tools
  - Enhancements to the Report Generator [3-2]

# Feedback: Collection-Master Product Support


WE WANT YOUR FEEDBACK

What's most important to your firm's success?

- DIY resources – more documentation and video training tutorials
- Faster responses
- Lower costs

# Feedback: Collection-Master Product Features

Where would you like to see VT invest its Collection-Master development resources?

- New software enhancements
- Product stability
- User-friendliness/simplified processes

# Feedback: Collection-Master Product Training

**WE WANT YOUR FEEDBACK**

Which of the following are the most effective product training methods for your firm?

- Personal onsite training
- Zoom training for your team
- Group training (Mastermind sessions: live demonstrations and past recordings)
- None of the above

# Feedback: Our message

Collection-Master is fully supported and enhanced to meet industry needs for the foreseeable future?

- Yes
- No

# The Mastermind Series

Our upcoming Mastermind trainings:

- The Latest in Q-LawE
  - [Learn more and register here](#)

- Licensing, VLM / vPortal & Collection-Master
  - Coming soon!

To view past trainings:

https://vimeo.com/vertican/