

**The U-niverse: Technology & The Future of the Virtual Office  
Houston, Uhhh, We've Had...No Problem  
Wednesday, April 14, 2021, 2:10P – 3:00P CT**

**Session Focus:** Office Technology & Operations

**Session Description:** Join USFN in our discussion of these technology and employment challenges as we ponder the future of technology in our industry, highlight positives and negatives relating to these changes, and identify possible solutions offered by our associate members.

**Content Leaders:**

- [Ben Paden, Doyle & Foutty, PC](#)

**Presentation Outline:**

- Introduction and session overview
  - What problems are members/servicers facing?
    - Staffing
    - Billing
    - Productivity Oversight
    - System Access
- Interview with NetDirector
  - Data and Document Transfers – Bringing together case management systems to securely share documents and data
  - Legal Requirements Assistance – Automated searches through Bankruptcy filings and SCRA records
  - Reducing Time and Compliance Costs – Cutting down staffing requirements and costs around compliance
- Interview with Firefly
  - Staying Connected – making things easier for clients with remote employees and tips to stay connected as a company
  - Secure Systems Connections – sharing data for private service for lawsuits
  - E-Filing – ease of updating e-filing court records where applicable
- Interview with CaseMax
  - Reporting Capability – Customizing reports to measure workloads
  - Managing Productivity of Staff – Setting productivity goals and monitoring
  - Systems Integration – Getting all the platforms an operation uses to talk to a central operations program
  - Office Culture – Ideas on how to create, foster, and maintain your office culture for your employees
- Interview with iMailTracking

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**PRESENTATION OUTLINE**

- Staffing Assistance – Identifying a portion of your operation to lift out during a period of employment challenges
- Maintaining Records for Billing – Creating reports to track costs as well as billing backup for reimbursement
- Flexible Engagement – No contract offerings allowing you to scale up or down as needed
- Interview with BlackKnight
  - Secure Data and Document Retention – Secure online access to documents and data required for legal actions
  - Increased Communication and Data Tracking – Ability to create customized processes and communication lines to best fit a client’s needs
  - Reporting – Customized reporting to track data points of interest
- Breakout rooms for Associate Members
  - Ask direct questions or get more information
- Open forum from audience
  - What problems are we facing that haven’t been covered yet?
  - Crowdsource solutions from attendees
- Wrap up

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