



CaseLink<sup>2</sup>

## Washington Chapter 7 Trustee Switches from Previous Vendor's Frustrating Software, Now Administers Cases with Ease in CaseLink<sup>2</sup>

Trustee Donald Thacker in Washington state thought upgrading his software with a previous vendor would make him more productive – but it only led to disaster. Now with *CaseLink<sup>2</sup>*, he has complete peace of mind.

### From Chaos to Calm in *CaseLink*

Since his panel appointment in 1999, Mr. Thacker had run his practice for the most part without hiccup. But, when his then-vendor made an impromptu software upgrade in December 2015, the sleepless nights began.

"It was horrifying, the kind of thing that would keep you up at night," Mr. Thacker said. "We couldn't trust the data. Why even have a software program when you have to go back in and check everything?"

With data inaccuracies straining his nerves, Mr. Thacker received no assurances from his vendor.

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After seeing a demo of *CaseLink Web* by BMS, Mr. Thacker switched over and soon got into his stride. Then, when *CaseLink<sup>2</sup>* debuted in September 2016, he liked it – but hesitated switching.

"I was reluctant to change over because of the disaster with our previous vendor," Mr. Thacker said. "But our Account Manager walked us through it and showed us why it was better, so I took her advice and did the upgrade."

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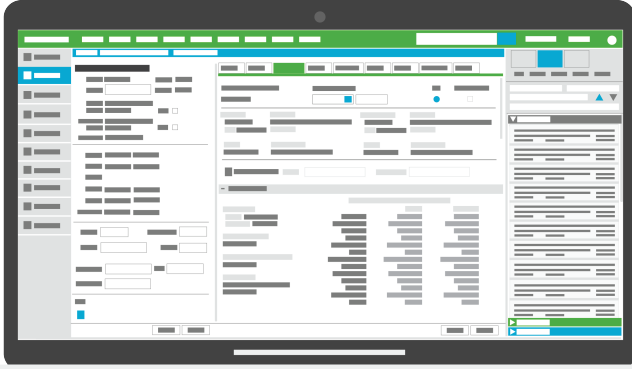
*Working from home, CaseLink<sup>2</sup> allows me to get stuff done easily and efficiently."*

### Easy Efficiency with *CaseLink<sup>2</sup>*

With *CaseLink<sup>2</sup>*, Mr. Thacker appreciates his practice running smoothly again – even more so now that he works from home independently.

"It's fairly intuitive even for someone like me, which is saying a lot since I'm not a computer person," Mr. Thacker said. "Working from home, *CaseLink<sup>2</sup>* allows me to get stuff done easily and efficiently."

Mr. Thacker also appreciates that he can always find help whenever he needs it.



"The BMS University tutorial videos included in the software are really helpful," Mr. Thacker said. "Instead of constantly calling my Account Manager, I can go in and watch an 8- or 9-minute video that walks me through how to do something. That is fantastic."

Plus, key processes like claims review and conducting 341(a) meetings are both simpler and more productive for Mr. Thacker in *CaseLink*<sup>2</sup>.

Mr. Thacker said. "Entering and matching up claims is a lot easier," "And filing documents to the ECF after my 341(a) meetings is really streamlined."

### Total Satisfaction with Sterling Support

Mr. Thacker is most appreciative of the personalized support he receives from his Account Manager, Melanie Patton.

"Melanie is a lifesaver for me," Mr. Thacker said. "Any time I have an issue, I can email her and I usually get a response the same day. For me that's an absolute lifeline."

"Having that one dedicated person who knows what I'm good at and what I'm not, and can help me personally based on that, makes a big difference," Mr. Thacker added. "I can't stress my happiness with that enough."

For trustees not yet on *CaseLink*<sup>2</sup>, Mr. Thacker highly recommends switching.

"I know what it's like not knowing a software platform," Mr. Thacker said. "You want to make sure you don't pick the wrong product and waste a couple of years trying to make it work. So I'm always happy to recommend *CaseLink*<sup>2</sup>."

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