# DEBT$NET®
## Collection Software — from TCM • The Computer Manager

# Newsletter

**SUMMER EDITION**

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## Our Two Product Lines

Both the SQL and Microsoft Visual FoxPro versions of Debt$Net® are fully operational and available. Choice of product line is up to each agency, and can depend on factors such as size of your organization and strategy for information technology (IT) support. If you still have questions about your options, here are a few key points.

For most of the more than 20 years we have provided Debt$Net® to the collection industry, the platform that we have used has been Microsoft Visual FoxPro.  Last year we added a new product line, based on a SQL Server platform.  These two products lines are separate and distinct, and will evolve differently over the years ahead. However the strategy for both lines is consistent: to keep pace with the needs of the collection industry.

In past newsletters we have talked about the many advantages of the SQL product line, and also some solid logic for staying with the Visual FoxPro line.  If you need to refresh your understanding of these products, the newsletters are available from our web site.  Even better, we encourage you to call and talk to your Sales Associate about the features and distinction between the product lines. Find out from them whether the new security and data integrity features will benefit you, or whether you are not ready to commit to a higher level of IT support to get those features. They can also explain how staying with the Visual FoxPro version means saving time and money now, but may lead to higher conversion costs in the future.

## Release 6.5 Deadline Ahead!

Our commitment to you is to continue to move the Debt$Net® product line forward, to meet your needs and the changing demands of the industry.  Last year we released Debt$Net® 7.0 SQL, and are already looking ahead to enhancements to that product.  This fall we will be releasing both the next version of our SQL product line, as well as a new release for Debt$Net® Visual FoxPro product line.

As we move forward, we need to let go of older versions. At the same time we release the next version of these two product lines, we will discontinue support of Debt$Net® Release 6.5. If your agency is still using this release, it is time to make a decision as to the product line that will work for your organization. You still have the option to choose either the SQL path (Release 7.0) or stay with the FoxPro system (Release 6.9). Both of these products offer superior functionality and business features that you are not getting if you are still using Release 6.5.

If your agency is still using version 6.5, call your sales associate now (at 800-552-8397). We even put together a special deal to help you get the latest version of Debt$Net®. If you call before August 15th, we will give you 15% off your upgrade assistance package.

## New ESOs Released!



We are pretty excited about a couple of new ESOs that are now available. These ESOs are the result of our continuing partnerships with Lexis Nexis and TransUnion.



## Lexis Nexis Batch

Lexis Nexis's new Batch ESO offers you some pretty powerful tools that will help to increase right-party contact, shorten collection time and increase operational efficiency. This new ESO provides many new features that are relevant to the industry such as account monitoring. You will receive daily updates from various sources such as telephone numbers, addresses, and emergence from bankruptcy directly from the source rather than from "self-importing" data.

Lexis Nexis Batch is customized to work with the information and format you need. There are a lot of different ways to manage your time with the following data using this ESO:

- Multiple personal and business locations
- Bankruptcies
- Liens
- Judgements
- Death records
- Professional licenses
- Motor vehicle registrations
- Drivers' licenses
- Real property in over 2,000 countries

This is definitely a powerhouse program that can provide large volume data solutions for your agency. Keep this in mind if you want to expand your agency's data solution. This could be just the solution you're looking for!

## Lexis Nexis Credit Attributes

This ESO provides a comprehensive view of your portfolio and provides flexible options that allow you to select the credit attributes most relevant to your agency's workflow needs.

Credit Attributes for Collections improves collection efforts with current consumer data on more than 200 million different credit files. It also gives you the ability to analyze accounts based on collections specific attributes to improve your collections strategy when you identify key information up front such as:

- Addresses
- Phone numbers
- FACT ACT Indicators
- Employment Information
- Mortgage, Bankcard & Auto Attributes
- Mortgage & Bankcard Trade-lines

Credit Attributes for Collections can help your agency prioritize collection activities by identifying the customers most likely to pay through credit history, such as summaries of derogatory trades and other indicators of liquidity, including information on open credit and the presence of mortgage trades. This is another new ESO for your agency to consider moving into the future.

## TransUnion Collection Triggers



We have yet another ESO! The third new ESO is from TransUnion, and is called Collection Triggers. Collection Triggers focuses on monitoring each consumer's credit file on a daily basis. TransUnion will identify key changes to each consumer's credit file and contact information, and compare those changes to a profile created for each customer. Your agency profile would consist of a selection of one or more trigger criteria, along with how often the triggered criteria should be returned to you.

When a key change is identified associated with a consumer you monitor falls within your triggers profile, that information will be returned to you as well. This ESO seems invaluable for keeping track of your agency's consumers and consumer info.

Want to know more? Simply call your Sales Associate and ask them about these new ESOs.

## Conferences

This has been a busy conference season for us here at TCM, with even more key events on the calendar ahead.

Attending conferences is both educational and critical to staying in touch with trends in the industry. We also like to use these opportunities to see the faces of friends and business associates!

These are just some of the conferences we have attended: In March, Dave attended ACA's "Spring Forum" in Arizona, followed by Julee's attendance at meetings of the Oregon Collector's Association and the Illinois Collector's Associations. In May, Dave went to the Georgia Collector's Meeting while Julee headed to the Washington Collector's Meeting.

Upcoming conferences we will be attending include The ACA Annual Expo in Washington D.C, which Dave and Julee will be attending in July. In September we are also planning on heading to New York for the North East Debt Collection Expo. If you plan to attend any of these events, please let us know, and stop by our booth. We would love to see you.

Also, if you have any events or conferences in your region that you think would be beneficial for us to attend, we want to hear about them! Please contact us with any and all suggestions at julee@debtnet5.com.

## Cloud Computing



Some of you out there may have heard about the new phenomenon called Cloud Computing. Cloud Computing is basically internet based computing where shared resources, software and information are provided to computers and other services on demand, much like electricity is passed down from an electricity grid. This is an interesting new way to think about computing as opposed to the former just client to client servers we are used to. In general, cloud computing customers don't own the physical infrastructure and consume resources as a service and pay only for the ones that they use. Cloud computing users may also share "imperishable and intangible" computing among multiple users.

The concern for Debt$Net® users is the risks associated with sharing identity information over the internet. As you know, information such as social security numbers and other vital identity information that accidentally gets disclosed, compromised, or shared has the potential to compromise your agency's operation. At this point, we feel the risk is too great. Therefore, this is one technology idea that we are going to pass on for now.

We do have plenty of other exciting things to look forward to and work on though, so keep your eye on that in the weeks to come too!

## New Faces at Debt$Net ® !

We have some new additions to our team here at Debt$Net® in our Sales and Tech Support departments. Debora Hobbs has joined our sales staff. She will be filling the role vacated by Mark. Debora comes to us with years of experience in the information technology industry and lots of experience in the technical world. Debora enjoys gardening, skiing, and playing on her boat for fun.

In Technical Support, we have brought on Lionel Pummel and Steven Schaver. Lionel comes to us with an associate's degree in computer systems design and has over 10 years of experience teaching information technology courses at the local community college. He also served as a field technician for Rite Aid. Lionel likes watching his 14 year old son play sports for fun.

Steven comes to us with experience in website design and customer service. He has worked as an operations manager for a national call center. His hobbies include kayaking, camping, and off-roading.

We welcome these new faces!