

Technology Assessment White Paper: POCPro

When Big Decisions Approach, Look Forward Creatively.



POCPro efficiently clears backlog for one regional law firm

A surge in volume is a good thing, except for when you can't scale quickly enough to efficiently meet deadlines. Then it feels an awful lot like drinking from a fire hydrant.

When this happens, all the resources and hard work you've dedicated to earning new business are for naught because the client is unhappy with the results. How does a firm avoid this outcome and prepare for the good problem of an influx in volume? Partnership is the key

A large regional default law firm serving 17 states faced a similar situation. This firm's bankruptcy team experienced an immediate backlog brought on by a sudden surge in volume of over 300 Proof of Claim 410A form requests from one client. Instead of trying to rush through a hiring process for untrained temporary staff, they called a360inc to implement POCPro.

As a first step in the process, a360inc completed a free test file (this offer is available to any new POCPro client). The firm gave a360inc its "ugliest" file and in return received a completed form showing how aged histories with difficult screen prints are handled flawlessly by the POCPro service. Once engaged, a360inc sent the firm a Getting Started guide which walked their team through what to send for a complete referral. This helped reduce the number of missing information sets needed to complete a form. However, missing information happens so to keep files moving a360inc pre-prepped files, plugging in data when available resulting in quicker turn times.

To assist in a successful execution, a360inc's specialists worked with the firm to prioritize the workflow. Files were staged by age to avoid missing bar dates. In less than 160 days a360inc cleared the backlog, completing rush files in 2 days or less and standard files in 5 days or less.

Turning the spigot: righty tighty...lefty loosey

POCPro is billed on the number of files sent for completion, you only pay for what you use. So when things tighten up and that number decreases, our invoice does too; if that number is zero then that's what is due that month: \$0.

There are no monthly minimums to meet and no penalties for changes in workload. POCPro is designed to help you convert fixed costs to variable costs, relieving you of the stress of fluctuating work volumes.

Cost Effective Solution Reduces Risk while Increasing Efficiency and Scalability

a360inc uses **specialized professionals** to complete 410A forms with **dedicated quality assurance** teams to help **eliminate costly human error**. Extensive industry **experience**, solid servicer **relationships** and intelligent **automation** allow for **efficient** completion of 410A forms and provides easy **scalability**. With POCPro you only pay for the services you use. POCPro offers **transaction-based pricing** with no long-term contracts or integration costs.

POCPro

by the #s

- Processes over 450 410A's per month
- Familiar with 200+ servicer screenprints
- Average file is processed 1.4 days faster than SLA



How POCPro helps to manage the flow.

Do you work with Servicers or Law Firms to complete the 410A?

Both. We tailor the 410A to the law firm's and servicer's requirements. For example, some law firms want the history to show one timely payment or to start from a positive escrow balance, while others do not. Also, we know and understand some servicers have specific requirements regardless of what law firm is handling the 410A.

What servicers to you work with? Can your technology process really difficult or old payment histories?

Yes. We complete 410A using screen prints from over 200 different servicers, anywhere from large servicers to small credit unions. We are used to handling aged histories with difficult screen prints. We're happy to do a no cost proof of concept on an ugly file or one where your team may struggle with the history.

What is your average turnaround time?

We have a quick turn time: 2 days for rush and 5 days for standard from when all information received. We return the completed 410A in two formats; Excel and a PDF. We pre-prepare the file so when missing information comes in we don't have to start at the beginning. We plug in the missing information to what was prepared to make the turn time quicker.

What if I have a revision?

At times, Servicers will ask for a revision because they find additional histories or fees that can be claimed. Some law firms want to handle the revision themselves so they are able to do it easily with the Excel version we provide. We complete revisions for the firms that don't want to complete them at a lower fee if the request is received within the first 30 days or normal fee if after. If the revision is caused due to our error, we do not charge you to revise.

The Onboarding Process:

FREE FILE

We complete a free test file for any law firm wanting to see our finished product prior to executing an agreement. You redact the test file so no NPPI is shared.

GETTING STARTED

You'll receive a "getting started" guide that walks your team through what to send to us so we can complete a referral. It helps reduce the number of missing information needed to complete the form.

ENCRYPTION PROCESS

Prior to taking on any new files, we go through an encryption process with your firm. It takes a matter of minutes, so it doesn't slow down the inception of completing files, but protects any NPPI being sent to us thereafter.

GO LIVE

There are no start up delays once an agreement is executed. Once a referral is sent, we set the case up in normally less than an hour from receipt during business hours. You will then get an acknowledgment email that provides the file number assigned.



“POCPro was key to the success of helping our client through their 410A backlog. a360inc helped us get through the workload and allowed our staff to increase their capacity on other bankruptcy work so we didn’t have to hire FTEs or pay for overtime. We’re especially grateful for our partnership now in light of the COVID-19 pandemic, which has slowed down our 410A referral volume. We haven’t had to worry about scaling resources up or down because our monthly invoice already aligns with our monthly volume.”

Satisfied POCPro Client

