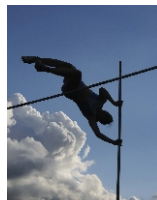


Debt Resolution Forum Conference 2011
Exhibitor Guide



sawfish

s o f t w a r e

Main event sponsor of the
DRF Conference 2011



As main event sponsor of the DRF Conference 2011, the Debt Resolution Forum is delighted to introduce you to "**debtflow**" - an award winning debt management software solution which has been recognised as the best on the market in terms of reducing client breakage rates, lowering the cost per case and significantly reducing clerical errors.

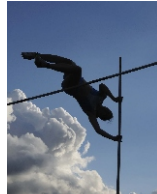
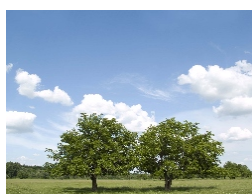
The **debtflow** Personal Insolvency Suite provides you with an end to end software solution for processing your cases through a combination of workflow, automation and management.

With some of the leading insolvency businesses to boast as their clients, **debtflow** has fast become the firm favourite with industry experts such as CCCS, Grant Thornton and Fairpoint Group (Debt Free Direct), Lawrence Charlton and ClearStart.

Want to hear more about **debtflow** and how this can help your business?

Come along and meet the team at this year's DRF Conference..

debtflow 

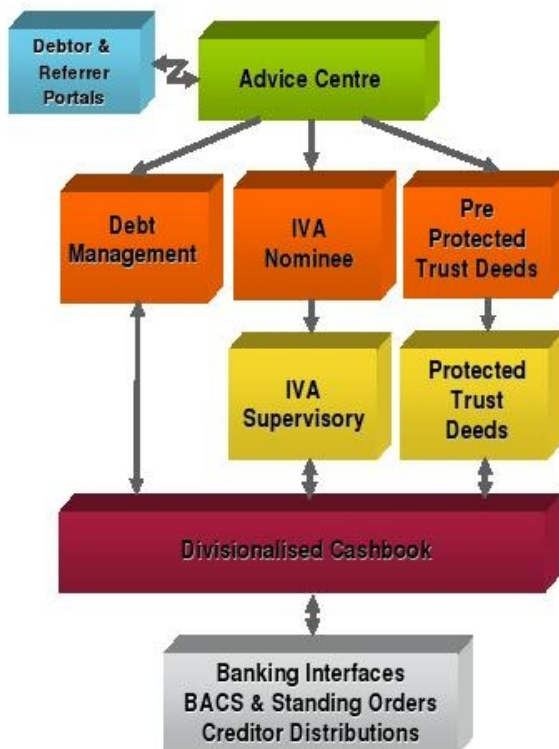


Continuing to support the DRF Conference as the headline sponsor 2011!

DebtFlow has all the functionality you need to streamline and automate your insolvency cases. Recognised as the best insolvency software solution on the market, DebtFlow won the "Best Use of Technology" category at the Credit Today Awards 2010.

DebtFlow Suite

The DebtFlow solution is modular, allowing you to choose just the modules that your business needs – and when you grow the solution can grow with you; adding from Debt Management to IVAs and PTDs.



The Personal Insolvency Suite provides you with an **end to end software solution** for processing your cases through a combination of; workflow, automation and management.

A **web based** solution; DebtFlow allows users to access information in real time from any internet connection at home or in the office. Our hosting service, gives you a first class level of service with no additional IT overheads! Our state of the art **NEW PORTALS** for clients, Creditors and Referrers are sure to impress, we will be available to demonstrate both portals and DebtFlow in the "Hub" area at the conference.

Why DebtFlow?

Our customers range from market leading established organisations to new start-ups and they all benefit from solutions that meet their individual needs; bringing together CRM, Case Management and Debt Management functionality.

Key Features

Benefit from a range of key features in every solution:

- **Pipeline management** with real time reporting.
- Produce all documentation with the click of your mouse.
- New **Creditor, Debtor and Referrer Portals**.
- Simplify payments with the automated cashbook and BACS.

Benefits of DebtFlow Software

Here are just some of the benefits you could gain from DebtFlow!

- **Lower cost** per case incurred and improved profitability.
- Proven 'better' creditor relationships with our new portals
- Significant reduction in clerical efforts
- Much **lower client breakage rates**

Come and visit our stand for more information or make an appointment to test drive DebtFlow at The Hub.

CONSUMER CREDIT *Counselling Service*
A Registered Charity

"We are now using DebtFlow to manage our IVAs from nominee through to supervisory; we have an extremely efficient operation which allows us to produce annual reviews at the touch of a button and makes monthly payments to creditors by BACS. DebtFlow is the best end to end IVA solution on the market." Steve Nicholson, CFO, CCCS.

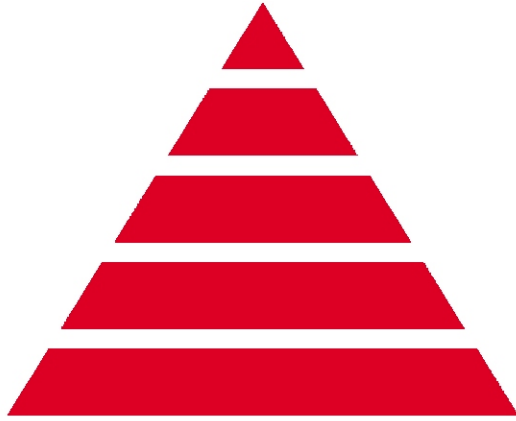
Contact us to find out more:

Visit www.debtflow.co.uk

Call 0844 5430 333

Email: info@sawfishsoftware.com

A Sawfish Software Ltd Solution



ARMSTRONG COMMUNICATIONS

Armstrong Communications join the conference this year as an exhibitor and sponsor of the after conference drinks reception.

When given the opportunity to advertise their services in our conference online brochure, they believed the best way to show you what they do, was to detail a review from one of their clients - Fairpoint.

If your contemporaries are using their service successfully, then maybe it's time you took a little time out to read what they have to say about Armstrong

0845 345 0045

“Armstrong’s innovative solution has enabled us to effectively integrate the phone system into our core applications. This has allowed us to accurately measure the level of success of individual marketing campaigns and so focus on the most successful methods.”

Fairpoint’s Head of Computer Services, Jay Warren

Armstrong Communications has provided Fairpoint Group plc with:

- Controlled expansion of its call centre
- Bespoke software to meet specific requirements
- Instant caller recognition
- Quality management information
- Efficient resolution of disputes
- A reliable supplier

Armstrong Communications has worked with Fairpoint for seven years and provide the Group’s telephone system, which is fully integrated with its computer system (CTI).

Armstrong has supported Fairpoint through two office moves and, in 2006, expanded Fairpoint’s system to accommodate up to 550 extensions, installed wall boards in the call centre to show real time statistics and a real time wizard to provide management information for the call centre manager.

A Xarios call recorder is an integral part of the system for training and dispute resolution.

When Fairpoint acquired a number of sub-brands there was a demand for CTI to enable the company to quickly identify which ‘brand’ the customer was calling about. Fairpoint looked to Armstrong for a solution, and were advised that the Xarios Phone Manager software would enable the telephone receptionist to immediately identify the caller from a pop-up screen on his/her PC. Armstrong then developed its existing software to meet the specific demands of the Debt Free Direct brand and allow the company to evaluate and track its marketing activity.

Fairpoint is still a rapidly expanding company in a fast growing market place and Armstrong’s solution had to have the flexibility to meet the increasing demands of both the company and the industry. The close working relationship which Armstrong has developed with Fairpoint is also a key element in providing a system which is ‘fit for purpose’.

Jay Warren, Head of Computer Services at Fairpoint comments, “The debt and IVA industry is in its infancy but evolving rapidly and we are pushing the boundaries as a company to ensure that people have the right debt management solution available to them. As we grow and establish more brands we expect our telecoms requirements to become even more demanding. We are confident that Armstrong has the expertise to provide the right advice and support, and the technology and development skills to help us with any situation that might arise.”

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At Key we offer a simple referral proposition to debt resolution firms.

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- Fully compliant loan audit trail



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Discharge of IVA and bankruptcies considered



What our client's say...

“ I was very impressed by the **level of service** and **speed that the application was processed**. I was also **paid quickly**. **David Bragg, One2One Financial Solutions** ”

Gateway2Finance **worked to almost impossible deadlines** and managed to complete the case in time to prevent my clients receiving a CCJ of £22,000. **Philip Murphy, PDM Mortgages**

From the initial quotation through to the release of funds, the **level of service we have received has been fantastic**. Updates on the progress of each case were received on a regular basis, and a dedicated point of contact was always on hand to address any queries

John Peart - Director, Cumbria Mortgage Directory ”

To find out how Gateway2Finance can complete your financial solutions proposition, contact us on 01422 231 400 or visit our website www.gateway2finance.co.uk

