



# TrusteSolutions Mid-Year Outlook Customer Survey

Administered July 2021



A division of Financial Software Solutions

# Executive Summary

This report is a follow-up to our initial COVID-19 customer survey that was conducted in August of 2020. It was our intention to discover how life has changed for our customers since adjusting to, and dealing with, a pandemic. We appreciate all of those individuals that provided thoughtful responses to our survey questions. This report will provide insights covering:

*"Your IT staff was a tremendous help to me recently."*

- ✓ Work location: Remote or Back-to-the-Office
- ✓ POV on returning to the office
- ✓ Challenges experienced returning to the office
- ✓ Travel plans and in-person conferences
- ✓ Getting back to "normal" and outlook for the remainder of 2021
- ✓ Top TrusteSolutions features that have improved efficiency during this time
- ✓ Satisfaction ratings among customers that have switched to TrusteSolutions



We couldn't be happier to report that of those customers that have switched to TrusteSolutions, 100% stated they are more satisfied with TrusteSolutions than their previous case management provider. And, almost 90% of our total survey respondents have referred others to TrusteSolutions. That is the highest compliment of all and we thank you for that!

We conducted this online study during July of 2021. Customers of TrusteSolutions including both trustees and trustee assistants were invited to respond to this survey. A total of 75 responses were recorded. In summary, this study revealed the following:

**39%** of the respondents *are not* working from home

and another **29%** are working partially in the office and partially at home. At the time of the survey, **32%** were still working from home.

Of the respondents to this question,

**24%** returned to the office before January 1, 2021

and that same amount returned after January 1, 2021. The remaining respondents never left the office due to the pandemic.

**90%** have their co-workers present at the office with them.

Of the individuals *not working* in the office, **88%** *do not* plan on returning to the office and will maintain a remote working environment.

Almost  
**70%** of the survey respondents plan to travel by plane this year and almost half have already traveled by plane since last summer. Yet less than 40% plan to attend a conference in person this year.

While almost  
**50%** of the survey takers feel they are over 75% of the way to returning to "back to normal," the majority report they are less busy than last year but expect to be busier by year end.



Customers reported the top three TrusteSolutions software features that save them the most time are: being cloud-based, remote deposit capture and the speed of the system. The next three highly-rated, time-saving features were 341 meeting preparation, banking and report assistance. Customer support, while not a specific software feature, received very high marks for saving customers time.

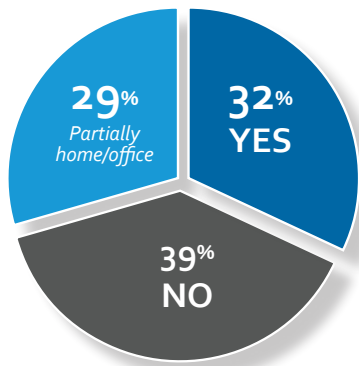
# Location, Location, Location: Remote Work vs. Return to Office

In our survey from last year, we learned that **almost two thirds** of those answering the survey were working from home at that time. This year, **32% are still working from home** but **39% are not** and another **29% are splitting their time** between working from home and working in the office. 90% of the survey respondents working in-office, either fully or partially, have their co-workers in-office, too.

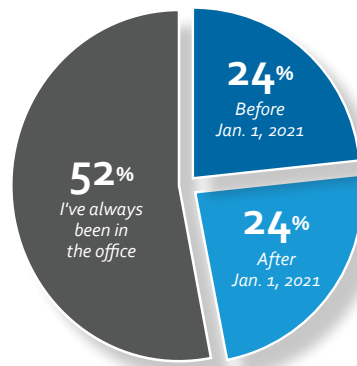
Of the respondents that returned to the office, it's an even split between those that returned before January 1, 2021 and those that returned after. However, there is an even **larger group that never left the office** at all. The question becomes, is remote work here to stay in the legal field? Most likely, as has been the case in other industries, a hybrid work model will be present going forward to best accommodate all stakeholders. According to those individuals still working from home, an overwhelming **88% have no plans to return to the office**.

*"I'm getting used to having people coming into the office on a regular basis."*

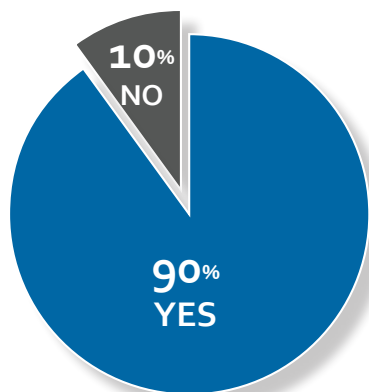
Are you working from home?



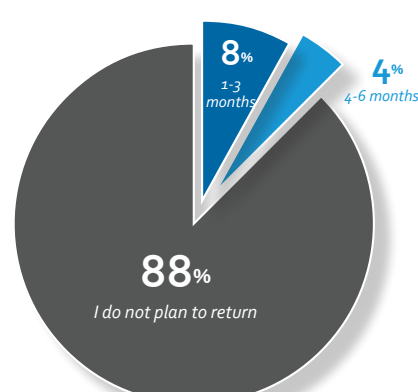
When did you return to the office?



Are your coworkers in-office, too?



When do you plan to return to your office?



# Back to the Office: Minor Challenges to Overcome

On the bright side, a mere 18% of individuals returning to the office this year claimed to have challenges. The few challenges they encountered included: getting employees to come back to the office, adjusting to the physical office space, coordinating work from home and work from office tasks, hardware at home vs. hardware at the office and simply being distracted by co-workers or visitors to the office. There were also concerns about people respecting CDC guidelines and local mask mandates.

Overall, respondents reported smooth sailing returning to their offices, with perhaps the exception of missing their furry friends.

*"We are still doing 100% telephonic 341 meetings and I do those from the office where I have reliable landlines."*

## Biggest Challenges:



**33%**  
PEOPLE  
DISTRACTIONS



**17%**  
GETTING EMPLOYEES TO  
RETURN TO THE OFFICE/  
MANAGE WITHOUT  
ASSISTANT



**17%**  
RESPECTING CDC  
GUIDELINES/MASK  
MANDATES



**17%**  
COORDINATING WORK  
AND HARDWARE FOR  
HOME VS. OFFICE



**8%**  
OFFICE SPACE NOT  
CONDUCTIVE TO VIRTUAL  
MEETINGS

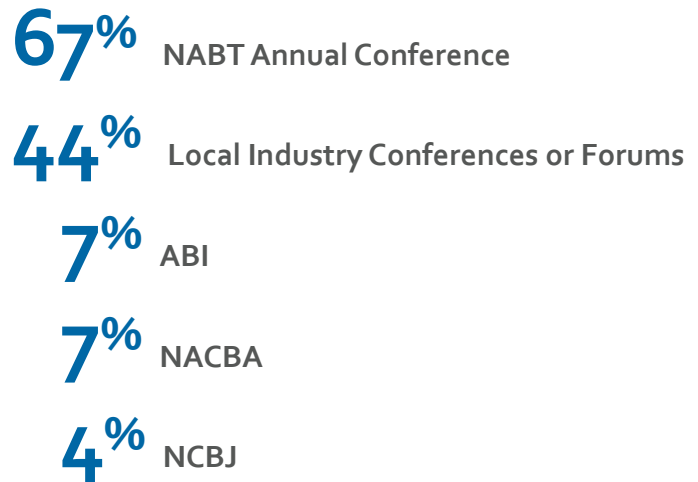


**8%**  
GETTING BACK INTO THE  
"SWING OF THINGS"



# Return to “Normal”: Travel, Conferences & Business

If air travel is any indicator of a return to normal conditions, we are seeing some positive movement. Where only 44% of survey respondents traveled by air since last summer, **68% have plans to fly this year**. However, the majority **are not flying to conferences**. Only 36% plan to attend at least one professional conference in person this year. A third of those expect to attend both a national and local in-person event. Conferences mentioned include:



As for business returning to “normal,” 77% of survey respondents believe we’re more than halfway there. That’s positive news we’re happy to share. Look for more in-person meetings, demos and user groups on the horizon.

*“Our local paralegal association is now holding monthly in-person lunch seminars.”*

# TrusteSolutions Efficiency Tools: Maximize Productivity

While more than two thirds of respondents are not busier than they were last year, almost the same amount expect to be busier by year end. As we gear up for a return to normal and more work on the horizon, the following TrusteSolutions efficiency features were mentioned as providing the greatest time savings:

Speed of system 97%

Customer service 95%

Banking 92%

Cloud-based solutions 91%

Remote deposit capture 90%

Report assistance 90%

#### Additional time savers include:

341 meeting preparation, fewer clicks, intuitive design, organization and training. Bank Account Review System (BARS) and Docket Parser along with Task Management rounded out the top time savers list.

*"Everything I've needed to do my job is available."*

#### CLOUD NATIVE

Unlike other trustee software, TrusteSolutions originated in the cloud. We focus on delivering technological advancements that maximize productivity and minimize workloads. We can do this because our cloud-based technology is proven, affording us the time for constant innovation that benefits you, our customer. That's what it means to be cloud native.

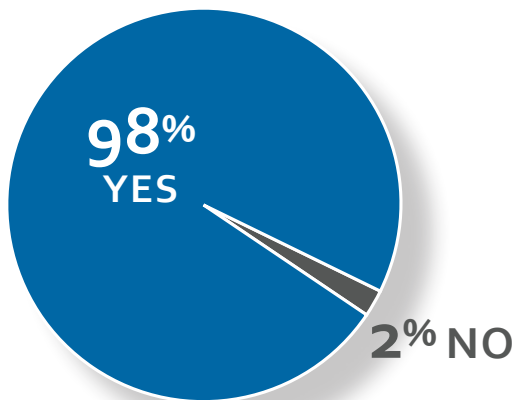
*"We have been so very pleased with this software!"*

*"I like all of the new changes."*

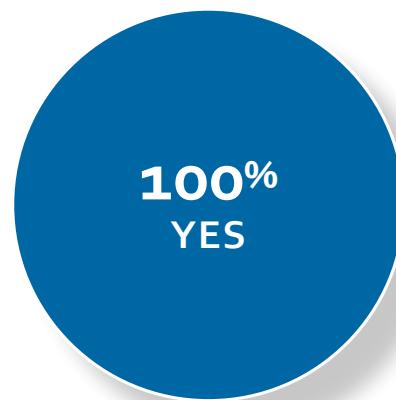
# TrusteSolutions: Satisfaction Among Switchers

We're pleased to report that more than 98% of our customers that switched from another case management provider have found the TrusteSolutions platform to offer greater efficiency. 100% of these switchers are more satisfied with TrusteSolutions than their previous software. In addition, **almost 90% of survey respondents have referred TrusteSolutions to another trustee practice.** That type of endorsement speaks volumes about the software and support delivered.

**If you switched to TrusteSolutions, do you feel like TrusteSolutions is more efficient than your previous case management software?**

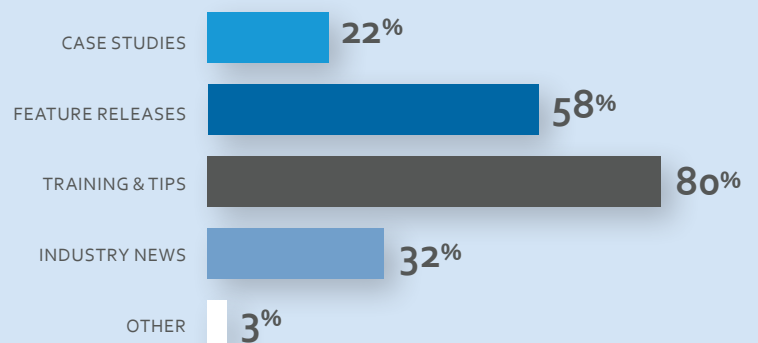


**If you switched to TrusteSolutions, are you more satisfied with TrusteSolutions than your previous case management software?**



## STAY INFORMED

During a crisis, such as the COVID-19 pandemic, it's important to stay informed. Here are some sources of information our customers rely on to stay current on technology, trends and TrusteSolutions.

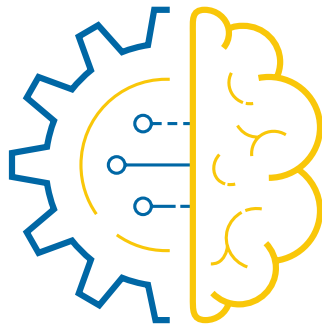




## In Summary

As we know, the world is starting to return to a semblance of normalcy once again. From the responses shared, we see that people plan to travel by air before the year is over and several have returned to their offices to work. However, we still have a significant way to go which is evident by the data collected. In-person events are still not attended as they were before the pandemic, the quantity of work isn't where it was anticipated to be just a year ago and remote work appears to be the new norm for many.

Here at TrusteSolutions, one thing remains constant, our commitment to our customers. From our born-in-the-cloud software platform to our myriad efficiency and automation tools, we remain steadfast in bringing forth new technology that helps our customers maximize productivity and minimize workloads.



For online training resources or information about our latest efficiency tools, contact support. Resources are available to help you put automation to work.

[trustesolutions.com/emailsupport](https://trustesolutions.com/emailsupport)

