



BMS, INC. TO EXPAND ITS HELPLINE STAFF BY THIRTY PERCENT

– Additional investments are made in other customer support programs –

IRVINE, Calif., July 23, 2009 – In an effort to provide superior customer service for its clients, Bankruptcy Management Solutions, Inc. (BMS) is announcing the expansion of its HelpLine staff by 30 percent, as well as continued investment in its national account management team, and its training and education programs.

“This expansion of our HelpLine is based on our clients’ need for a more robust service center,” said Raquel Edwards, Senior Vice President of Sales and Services. “With bankruptcy filings at an all-time high since BAPCPA and changes in reporting requirements from the EOUST, the workload of our customers has increased significantly. More and more, our customers are looking to BMS to help them administer their cases more efficiently. The additional staff on HelpLine will provide even greater responsiveness and resolution to customer requests.”

BMS has also made a significant investment in implementing leading-edge call center technologies to ensure more efficient processing of customer calls, including decreased wait times and faster response to inquiries.

Additionally, BMS continues to invest in its account management and customer training and education programs. BMS’ account management team, which has extensive bankruptcy training and experience, has been certified in the BMS software and receives continuous education on a variety of bankruptcy issues, including understanding the rules and regulations of local UST offices.

“Our customers look to BMS to provide clarity and information regarding the new requirements from the EOUST,” Edwards said. “As our customers’ first point of contact, our national team of account managers works in conjunction with local UST offices to help our customers efficiently facilitate the processing of Uniform Reports, as well as to understand the unique requirements of their specific UST region.”



In addition to account management support, BMS customers also have access to a variety of training resources for software features, as well as the new EOUST reporting requirements. These training tools include feature guides, webinar courses, online training courses, and self-paced e-learning programs.

About BMS

Since 1987, Bankruptcy Management Solutions, Inc. (BMS) has been the industry's leading bankruptcy case administration software provider. Our software solutions are designed to support the administrative and legislative requirements of Chapter 7 trustees, as well as a variety of bankruptcy fiduciaries. BMS understands the complexities involved in bankruptcy administration and has developed practical and easy-to-use solutions that automate and streamline bankruptcy administration, making trustees and bankruptcy fiduciaries more productive and profitable. BMS continues to develop innovative ideas to better meet the needs of those in the bankruptcy industry.