

# For Collection Law Firm Henley, Lotterhos & Henley, PLLC, Tracers' Top-Notch Customer Service Has No Equal

“ Tracers’ customer service is second to none. If I have problems completing a search, Tracers jumps in to help me resolve it. On occasion, I am unable to locate specific information, so, I turn to Tracers and they help me find the information I need.

-RICHARD CLARK, Henley, Lotterhos & Henley, PLLC



**Tracers**



## CASE STUDY

**CUSTOMER** Henley, Lotterhos & Henley, PLLC

**PARTNER** Tracers



### Background

For the past 80 years Henley, Lotterhos & Henley, PLLC has operated a creditors rights and collections practice. Since the beginning, they have always depended on the most modern tools to locate debtor information. Today, the firm relies on Tracers as their top-tier search tool that helps them to find accurate and up-to-date debtor information.

“Tracers’ customer service is just second to none,” Richard Clark, Collections Manager, said. “They have always provided me with top-notch service.”

And, while excellent customer service is one of the key benefits for Henley, Lotterhos & Henley, PLLC, Tracers also delivers a number of other desirable benefits and qualities.

### Tracers Benefit: Valuable Contact Information

Richard Clark uses Tracers to access hard-to-find contact information and other personally identifiable information. He and eight other collections agents/skip tracers working in the practice find that, unlike other search tools, Tracers makes finding critical information on subrogated accounts easy.

According to Mr. Clark, unless a debtor has very little credit history, he will almost always be able to locate the information he needs on a debtor via a simple search using Tracers.

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“Tracers is much easier to use,” said Mr. Clark. Everything is clearer and more clarified. It’s just very easy to understand.

### Tracers Benefit: Easy To Use

Tracers’ user-friendly interface makes it easy for every collection agent at the Henley firm to find the information they need. They appreciate how Tracers helps system is easy to navigate, everyone authorized to use Tracers at the firm can do their job in a seamless and effective way without getting bogged down by an overly complicated interface.

Tracers’ interface is intuitive. Clark’s collector team does not have to over-think the process when they are doing a search. Everything feels natural and, since the spend more time tracking down the information they need rather than trying to figure out how to use the system.

### Tracers Benefit: Excellent Customer Service

When searching for hard-to-find information, law firms should work with a search company that delivers excellent customer service. And it is the top-notch customer service delivered by Tracers that is highly prized by Henley, Lotterhos & Henley, PLLC.

Searching for hard-to-find information can take time, so, the faster a search tool can deliver data, the better. When law firms are working with Tracers, even the most difficult searches can be made easier and can be done faster with the help of Tracers’ Customer Service.

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“On a case just last week, I created a search and I did not get results,” Mr. Clark said. “When I contacted Tracers’ customer service for help, they identified my error. It turns out, I did not include a middle initial. Tracers fixed it, and ‘Voila!’ the information we needed was instantly available.

Here are some of the specialized customer service options offered by Tracers:

- One-on-one demos that can be especially helpful for first-time users. Tracers customers never miss out on search tool features.
- Ongoing white-glove support for every Tracers customer. Tracers’ agents offer above-average support to every customer, old and new. Because Tracers is a platform that offers more in-depth and varied information than a traditional legal research tool, Tracers users can always discover new benefits with the help of customer service.
- Search results reports. Every morning, the Tracers’ support team runs a report detailing which searches produced no results, and then they reach out to users to help. Tracers’ customer service is a team of real people who help each customer transform zero results into valuable and usable information.

## About Tracers

Tracers Information Specialists, Inc. is a premier solution provider that has supplied companies with the data and intelligence needed to conduct business in the information age since 1996. With our robust data, powerful search technology, and nimble, innovative processes, we deliver access to billions of public records and proprietary data sources to qualified organizations across multiple industries.