Trustledger by Trustfolio Ltd - Service definition document

What does Trustledger do

The Trustledger platform provided by Trustfolio Ltd gives organisations a single view of debt portfolios and allows them to automate manual processes without compromising on quality or compliance.

It enables seamless digital communication and engagement with Insolvency Practitioners and Debt Management Companies for increased time and cost savings and a more collaborative approach.

Features:

- Cloud based, no system integration required.
- Completely independent and impartial generating best outcomes for all stakeholders.
- Simple identification flags to show vulnerable customers.
- Displays all cases in one easy to access place.
- Search functionality allowing organisations to locate cases quickly, easily.
- Digitises all communications with debt solution providers.
- Automates decision making within organisation's agreed mandates.
- Lists exceptions for individual attention.
- Produces useful management information bespoke to organisation's requirements.
- Auto production of proof-of-debt forms.

Benefits

- Simple onboarding process with no system integration required.
- Significantly reduces resource required to manage more complex debt portfolios.
- Increase in £'s collected through simple debt claims functionality.
- Improves oversight generating better outcomes and controls.
- Simplifies consistent voting processes, mitigating risk to organisations.
- Instils responsible approach to voting mitigating risk to individual.
- Empowers organisations to take back control of their portfolios.
- Low-cost solution to high-risk issues facing revenue teams within organisations.

How is Trustledger accessed

Trustledger is a cloud-based web service. All you need to access the service is a Web Browser like Microsoft Edge, Chrome or Safari.

Users will need an account within Trustledger. Those user accounts can be managed via the platform by users who are given administrator privileges.

User accounts can either be Username and Password managed within Trustledger or they can be single sign on using Microsoft Entra (formerly known as Active Directory)

How to start using Trustledger

Trustledger is a cloud based platform that requires no installation as is very simple to start using.

Trustfolio will provide consultation and manage the process of starting to use Trustledger.

Trustfolio will provide instructor-led online training courses for users and administrators.

We will liaise with the Insolvency Practices and Debt Management Companies to get the relevant communications, documents and data to be delivered via the Trustledger platform.

If you decide that you no longer wish to use the service we will manage the process to get those same companies sending communications, documents and data directly back to yourselves.

Upon request we will provide any documents or data stored in the platform in a variety of standard data formats.

How secure is Trustledger

Trustfolio Ltd is ISO/IEC 27001:2022 certified and as such comes with the secure knowledge that our services and internal practices are audited by certified auditors once a year.

The Trustledger service is a Microsoft Azure based service which is gives the reassurance of having the same level of high availability, resiliance and security.

We have Disaster Recovery procedures in place that mean we can provide Business Continuity even in the event of a Microsoft Data Centre outage.

When does maintenance take place ?

Where possible maintenance will take place outside of normal office hours (9:00 to 17:30) although in case of an emergency this may happen during those hours

What support is available

Technical and user support is available during normal office hours (9:00-17:30)

Support is available via email or telephone.

We aim to respond to queries within 24 hours Mon-Fri. Reports/requests received over a weekend or bank holiday will be responded to on the next working day

For more information please visit our website