

JST Compare—The Second Time Is a Charm

That is what Jim Vaughan of the Law Office of James R. Vaughan, P.C., in Scottsdale, AZ did back in 2005 when he decided to come back to JST after migrating to another software provider. Initially, Jim started using JST in 1998 when it was still a DOS program. On starting that initial relationship, Jim explains that “JST was the only company that would let us have a lease opportunity” and flexible purchasing options led him to choose CollectMax.

A few years later, he thought that he needed to move to a Windows system. While JST was developing one, it was not ready at the time. Jim moved to another provider but the relationship was not for the long term. “We changed over to a Windows system and weren’t happy with the company.” Timing could not have been better, as JST had released the Windows version of CollectMax and Jim decided to come back. As for his experience with JST since making the switch, “The technology is always improving.”

As their practice started to grow, Jim expanded CollectMax to assist them with managing their increased volume. Eric Logvin, an attorney with the firm, says “The single most important feature that has impacted our firm was the imaging module. It impacts the workers, it impacts debtors, it impacts clients. It kind of touches every aspect.” With the imaging capabilities built into JST, you can scan and import images right to a debtor account for easy access without the need for another vendor or third party software.

“We kind of grew organically, so we had to grow the system that way.” adds Eric. With JST, you can expand the system on your terms and add capabilities to the software as you require them. Your start up costs do not include interfaces or services that you may never need.

Jim concludes that he compares the relationship with a collections software provider to that of a marriage. “It’s like a marriage, and you hope it’s going to work out because that’s essentially the relationship you have. It has to be an ebb and flow to get what you want out of it.” We think it is safe to say that the second time is a charm.

CollectMax™ from JST.

Simply the right choice for legal collections software.

