



LariatSoftware, LLC.

## Web Based Debt Collections Software

A White Paper from  
Lariat Software, LLC.

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## Corporate Profile

Lariat Software, LLC is a software development company dedicated to creating advanced web based debt collection software solutions that enable organizations to efficiently conduct business. Our solutions consist of our flagship browser based system, Lariat, described in detail on the following pages.

Our development team possesses considerable experience, not only in the latest programming technologies, but in real-world debt collection practices. This level of talent and expertise has helped us to create leading edge software solutions that enhance the collection process of any agency. Our customer base includes debt collection agencies, educational institutions, insurance firms, healthcare organizations, check cashing corporations, government institutions and more located throughout the United States.

Our mission at Lariat Software is to provide customer centric software solutions so businesses can efficiently manage the collection process. Our application is a Browser-based debt collections software solution that is deployed in various ways. Through our Browser-based solution, our customers have been able to realize a substantial increase in collection activity. No longer are agents limited to one geographic location. Neither are off-site personnel limited to a small subset of tools, or an old 'snapshot' of debtor information. This leading edge browser-based system allows users the world over to enjoy the same rich set of tools regardless of their location.

The debt collection industry is the core business of Lariat Software. Our product names, Lariat-IP and Lariat-ASP, are browser-based debt collection solutions that provide corporations and agencies with a wide array of tools to manage collection accounts from any Internet or Intranet connected personal computer.

This document discusses the specific features and highlights and some of the advantages realized by using the Lariat software solution.

## Executive Summary

Lariat Software product is a browser-based solution that has a wide array of features and functions that can help collection agencies and corporations manage their collection accounts. A client or agency can track accounts, communicate effortlessly and at anytime, from anywhere, know the status of a debtor account. Additionally, they can consolidate various accounts assigned to a debtor, share accounts among multiple agencies and have better and total control over their accounts.

A business enterprise, whether it's a large corporation, hospital or financial institution, understands that it is vital to be able to collect on delinquent accounts in a swift and controllable manner. With the many features and functions of Lariat, they can have that control from inside their own credit and collections department. Or, if they wish, they can send those accounts to an agency yet maintain visibility into the account by using Lariat.

The software is designed to allow the client to view the activity within their accounts whether the collection is processed internally or through an outside agency. With the power of the Internet, the agency becomes a virtual extended office for the client.

With Lariat, an agency is better able to manage their processes and procedures by using the feature rich capabilities inherent in the Lariat software solution. They can communicate with the debtor based on the information displayed, view the complete status of the debtors multiple accounts, report debtors credit and have easy access to payments, fees and aging schedules.

Since the most important thing to both the agency and the client is a successfully closed and collected account, Lariat is designed to provide the tools and measurement capabilities needed to assure agent success as well as measure their ability to achieve the desired results. With the ability to share more information with clients, increase productivity from agents, and enhance business processes and procedures, an agency can obtain better results and satisfy more clients by utilizing the Lariat solution.

From a debtor's perspective, being able to have accurate and prompt communication with the agency or in-house collection arm allows them to understand the status of their account at any time. They also receive the benefit of having all accounts associated with them combined into one collection stream cutting down on the number of collectors calling as well as giving them a better understanding of their total debt.

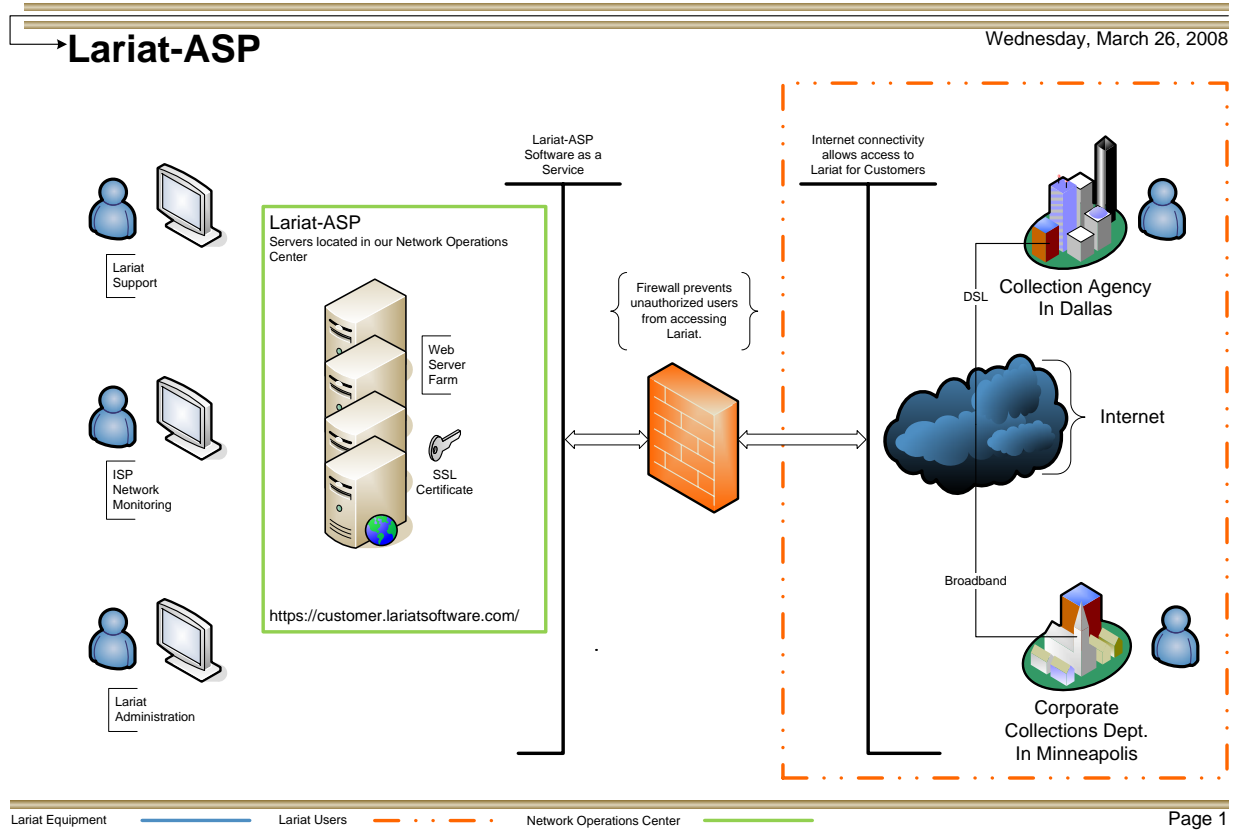
## Business Strategy

Both collection agencies and corporate accounting departments need efficient and cost-effective tools to support the demanding process of collecting and managing past-due receivables. As the Internet continues to become a mainstream business tool, browser-based account management tools will provide an efficient way to manage debt collection accounts. When looking to implement a browser-based account management tool, an organization should examine and address the following requirements:

- Must be truly Browser-based and accessible via any Intranet or Internet connected computer. Many systems today have been retro-fitted with limited internet capabilities. This 'patchwork' design severely limits the capabilities of the system to utilize the power of the internet. At the same time, a true browser-based design eliminates the need to purchase and deploy expensive client-based software for each user platform. Browser-based solutions provide the ability to share information among agencies, clients and debtors.
- Due to the traditionally high employee turnover rate in the collection industry, any solution must be easy to learn and use by the collection agents, sales agents, management team and clients.
- Provide formidable security to eliminate the risk of unauthorized access. With laws placed into effect like the Health Insurance Portability and Accountability Act or HIPAA, it is crucial that debtor information be secure and encrypted. Ideally it should provide industry standard security such as a firewall for access security and use 128 bit encryption methodology for data security.
- Have the ability to interface with existing systems, such as credit bureau reporting and letter outsourcing to ensure streamlined operations and maximize efficiency and accuracy.
- Must provide a cost-effective Operating System platform and database system lowering the overall price of the installed software for both the customer and the vendor.

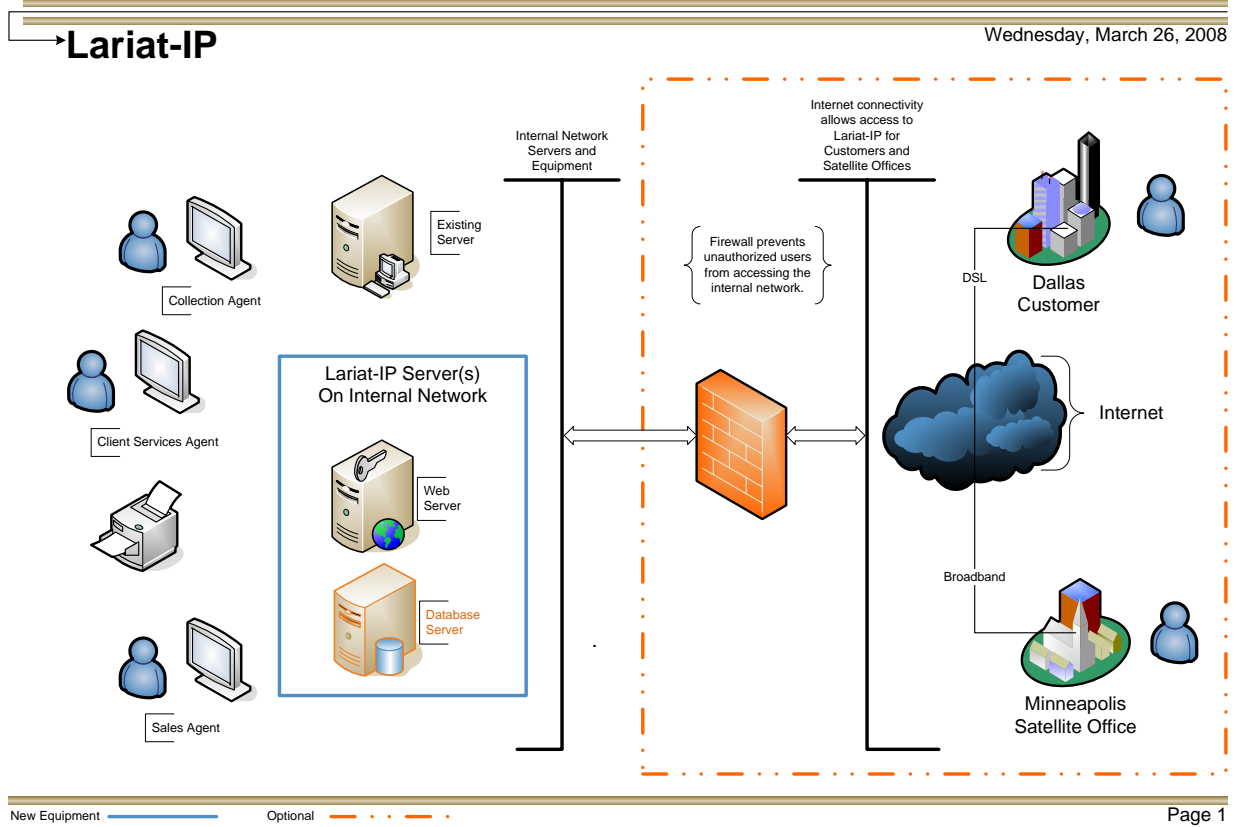
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## Lariat-ASP – Software as a Service



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## Lariat-IP – @ Corporate Office



# Lariat Technical White Paper

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## Technical Overview

Lariat was built from the ground up as a Browser-based software application. To accomplish this goal we used only tools and technologies that are inherently suited and built for the Internet. Some of the tools and technology employed to create Lariat are: Perl; JavaScript; xHtml; Samba; PostgreSql; Apache as well as other tools. The end result is a solution that can be implemented on server(s) in-house, co-location facility or on Lariat Software servers.

One of the design goals when we created Lariat was to make it a foundation class that could be built on by adding custom modules for specific customer needs. To accomplish this we created the module interface area of Lariat. This provides us the ability to expand upon the application without any change to the core of Lariat. By separating the logic, data and presentation layers using an object-oriented model we are able to develop and deploy custom modules to an individual customer by simply 'plugging in' or register the module in Lariat. Once registered the module becomes a seamless part or the larger application.

### Linux Server System: Hardware & Software Requirements Overview

<b>REQUIRED HARDWARE</b>	
Processor	Server class system
RAM (Memory)	8 Gig
Hard Disk Space	Raid w/160 Gig
Network Card	100 / 1000 Meg
Printer	HP Laser
<b>REQUIRED SOFTWARE</b>	
Operating System	Debian Linux
Database	PostgreSql
Web Server	Apache 1.3.x or greater
Code	Perl

### Client System: Software Requirements

<b>REQUIRED SOFTWARE</b>	<b>RECOMMENDED</b>	<b>ALTERNATIVE</b>
Browser	Internet Explorer 6.x or greater	Mozilla Firefox, Flock
Letter Viewing	Adobe Acrobat	Adobe Acrobat

## Lariat-IP Network / Server / Workstation Hardware

### Lariat-IP Typical Network Hardware

Wednesday, March 26, 2008

Servers / Workstations / Routers / Firewalls / Cabling  
Typical Installation for 1 to 50 users



**Web Server Software**  
Debian  
Apache  
Mod-Perl  
OpenSSL



**Workstation Software**  
Windows Vista or  
Windows XP  
Linux  
Macintosh  
IE  
Firefox  
Flock  
Acrobat Reader



**100/1000 Meg Switch**  
Full Duplex capable



**Database Server Software**  
Debian  
PostgreSql

**Workstation Hardware:**  
Pentium III or greater  
512 Meg Memory  
100 meg FD NIC  
17" monitor with  
800x600 resolution

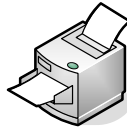


**Firewall**  
Cisco Router or  
Linux Box

**Web Server Hardware:**  
Server class hardware  
8 Gig DDR Memory  
SATA Raid hard drives OR  
SCSI Raid hard drives

**Database Server Hardware:**  
Server class hardware  
8 Gig DDR Memory  
SATA Raid hard drives OR  
SCSI Raid hard drives

\*Note: For clients with 1 to 20 users  
one server for the Application and  
Database may be sufficient.

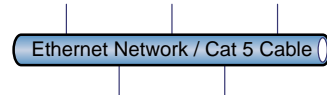


**HP Printer**



**Cisco Router**  
Frame Relay or  
DSL or  
Broadband

**Printer Hardware:**  
HP Laser Series  
Network availability



## Optional Modules currently available

- **CRM**

Every collection agency has a client services and sales department that needs the capability to communicate between the client and the sales agent. Not only does CRM track clients it also gives sales agents the capability to track Leads and set up events for follow ups. With this tool the agency can accomplish all of these tasks.
- **Client Module**

This module gives clients the ability to monitor the collection activity on all debtors an agency is working on their behalf. In addition this module gives clients a mechanism to enter new debtors directly into the system, print client specific reports and enter notes to communicate with the collector. The level or visibility that clients enjoy is under the administrator's control.
- **Document Linking Module**

This module offers the ability to attach any electronic document to a debtors account. This can consist of a scanned image, PDF, Word document or any other electronic format. The number of files that can be linked is only limited by the amount of disk space available. With this module agents have the ability to view electronic documents while speaking with debtors.
- **Credit Bureau Reporting Module**

This provides the capability to send debtor accounts to the major three credit bureaus in the popular Metro-2 file format. This capability is especially crucial for agencies as it gives them leverage on collecting debt from the debtor.
- **Letter Outsourcing**

Provides the ability to outsource all letter printing to a third party vendor. This is accomplished by sending the data to the document processor via a secure internet connection. This capability is especially crucial for companies that have a high volume of letters.
- **Healthcare**

Agencies that focus on the healthcare industry have unique needs and this module will help by tracking specific field information along with additional reports built just for the healthcare industry.

## Future Modules

- **Debtor**

This module would allow debtors the ability to make online payments, update current contact information and enter notes to communicate with the agency.
- **Performance Analysis Graphing Engine**

This module will render performance analysis graphs based on criteria given by management personnel.

## Functional Overview

The Lariat Debt Collections Software is a Browser-based tool designed to assist independent agencies and internal accounting departments to optimize receivables portfolio control and enhance the collection process. Lariat's sophisticated, yet flexible, capabilities allow any organization to manage and integrate debtors, clients, outside agents and employees. The features and functions of Lariat are the culmination of years of experience developing debt collection software systems.

What distinguishes Lariat from all other systems currently on the market is the fact that Lariat is truly a Browser-based system. It runs on a Linux Web server and can be configured as either an intranet and/or internet application. This design allows instant access to Lariat from virtually anywhere in the world. Remote users – agencies and clients - can share real-time data without the need of complex data-replicating tools.

Features include:

- Designed to run on the popular Linux operating system, eliminating the overhead of expensive licensing fees.
- The intuitive user interface is easy to learn and use, thus improving productivity and reducing training time.
- SSL encryption is utilized to ensure industry standard security for all sessions. The SSL security protocol provides data encryption, server authentication, message integrity, and optional client authentication for a TCP/IP connection. Because SSL is built into all major browsers and web servers, simply installing a digital certificate turns on the SSL capabilities.
- Administrator-defined access levels for all areas of the program are provided for all users. Each user can be configured with its own view of the data. You can restrict or allow access to virtually any area of the program on a per group or per user basis.
- Because of the flexible design, Lariat can be interfaced with other existing systems, such as accounting applications. The software can import data from a client's accounting system allowing for the seamless flow of debtor account data.
- Multiple search options, including the ability to search for debtors from anywhere in the system.
- Ability to seamlessly report to the leading credit bureaus.

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- Ability to perform mass updates on selected debtor information, saving hours of time when updating debtor information.
- Ability to administer the global configuration parameters for themes, security, letters, reports and other various defaults for agents.
- Ability to organize and manage workflow for each individual agent. The queue management facility enables capacity planning. These features provide the ability for supervisors to monitor and manage employees' and agents' productivity and results.
- Action/Result code business logic that can be customized by the Administrator to dramatically decrease the amount of effort required by the agent when working a debt.
- Provides the ability to configure a wide range of Administrator-defined fee schedules, aging schedules, transaction types and payment priorities.
- Our payment schedule functionality provides users with the ability to combine multiple debts into a single payment plan.
- Ability to seamlessly handle multiple debts owned by multiple clients for a single debtor.
- Our letter tree logic provides the ability to generate debtor letters under preconfigured conditions, so that you can maintain constant contact with debtors automatically.
- Provides a wide range of management reporting capabilities including a powerful query tool that allows Administrators to build custom management reports. In addition to printing, these reports can also be exported in a format allowing for import into other popular software programs.
- Standard Management Reports Include:
  - Cash Receipts
  - Client Statements
  - Client Acknowledgements
  - Initial Placement
  - Sales Agent Commissions
  - Collector Agent Commissions
  - Prime New Business
  - Transactions Details
  - Trust Account Summary
  - Many more reports....

## Why Lariat?

**Lower System Maintenance Administration Costs** - The Lariat model is a centralized software system. This design greatly reduces the administration overhead associated with version control. Since there is no program running on the individual agent computer each user is always at the most up to date version, regardless of location.

**Lower Costs for Multiple Locations** - In the past, companies with multiple locations were forced to purchase expensive solutions to accommodate remote access to the software. As a result, these solutions were simply out of reach for many organizations. Even the smallest of companies can enjoy the benefits of Lariat from multiple locations. All that is required is an internet connection.

**Remote Access to the Application** - Lariat is ideal for system users who work from home or remote locations. This allows for greater flexibility in staffing and can help in lowering employee turnover and absentee rates. Employees can work from anywhere and yet the accounts can be monitored as if they were in the call center or agency location. This is also important to executive staff needing monitoring capabilities for business results and reports while traveling.

**Up-to-date Application Code** - With this design model, Lariat Software can apply enhancements and patches to Lariat on a routine basis. The result is that Lariat Software can be more responsive to customers' needs and the application itself always reflects the latest version.

**Increased Agent Efficiency and Productivity** - The comprehensive agent call screen with its' intuitive capabilities allows agents to concentrate their time and effort on debtor management. Lariat can provide debtor accounts in queues based on the next contact date, consolidate multiple debts under a single debtor, and provide each agent with flexibility based on parameters chosen by the system administrator. Additionally, the system maximizes production and minimizes agent errors by providing control over collection activities, processes and procedures. This includes the automatic generation of constant communication to the debtor including reminder and status letters.

**Increased Results** - Lariat reduces days in receivables by tracking each debt closely and notifying agents of priority debts that need special attention. In addition, Lariat provides robust reporting capabilities for both the agency and the agency clients.

**Enhances client, agency and debtor relationships for better results** - Because Lariat inherently allows for better and consistent communications between all relative parties, relationships are enhanced at all levels providing for greater results and increased collection levels. Real time information is more readily available to the agents, the management team and clients increasing overall visibility into account statuses.

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## Contact

For further information on the Lariat Software products, please contact Lariat Software, LLC.

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