

NEWS RELEASE – JULY 2010

COPITRAK KEEPS UP WITH THE JONESES

Cost recovery market leader Copitrak Systems is keeping up the expansion of its account management team with the appointment of Hannah Jones. Hannah joins as the company's first dedicated Client Services & Training Manager.

Having cut her legal technology teeth with Tikit where she specialised in training programmes, culminating in the involvement of developing the integrator's Online Learning Service, Hannah will now focus on customer satisfaction and training provision. A key role will be the on-going analysis of client sites in terms of the day-to-day user experience and how well existing systems are being utilised. The aim is both to help individuals get the most out of the tools available and to ensure that firms are maximising their return on investment.

Commenting on the appointment, Damian Jeal, Copitrak's Director of Operations, said: "At a time when scope for additional IT investment is limited, it's vital that firms look to get the most out of what they already have. Hannah's remit is very much geared to this process, identifying training gaps, suggesting workflow improvements and addressing service quality issues."