



Insolvency

SUPPORT

SERVICES

What are the advantages of using ISS?

Improve your business efficiency Minimise opportunity cost of using chargeable staff on non chargeable projects Inject highly skilled, experienced, independent IP input into your business Maximise WIP by minimising write offs Convert your WIP to debtors and improve your business cash flow Demonstrate a robust approach to compliance and ethics Ensure your business's practices and procedures are statutorily compliant and up to date Fill a business requirement without having to recruit Protect your licence against complaints Free up your time to concentrate on business development Expand your capacity for chargeable work.

Insolvency SUPPORT SERVICES

ISS offers an unparalleled level of support to your insolvency practice.

Whatever the size of your business, ISS can provide bespoke support services. We can supplement your existing compliance structures or design and provide you with a full suite of processes and procedures to support and protect your business.

We will work with you on one-off projects or on an ongoing basis as an integral part of your team.

You can use us as a regular compliance function for your business.

Alternatively, if you've identified a specific development requirement you can staff your project without suffering the opportunity cost of your own chargeable staff taking on the job.

Compliance Review

- We undertake one off or regular compliance reviews
- Check your business is compliant with statute and best practice
- Ensure you have robust, clear and compliant processes and procedures

Systems Review

- Let us test and check your practices and systems
- Design a strategy for implementation
- Follow up visit to check and test improved systems
- Recommend and implement changes following any areas/issues identified by Compliance Review

WIP Review

- Use us to release the value locked up in WIP and debtors
- One off/regular debtors' review
- Designing and implementing strategies for unlocking value

Regular Case Reviews

- We can undertake case portfolio reviews on a one-off or a regular basis, following your internal style or our own standard case review
- Or ask us to design case review procedures to meet your business requirements

Self Certification Reviews

- As an IPA-regulated IP, you have to complete and submit annual self certification reviews
- We can complete these reviews on your behalf, identifying and rectifying any issues arising

Complex Case Review and Resolution

- Talk to us about reviewing your complex cases, summarising your options and designing and implementing an action plan for resolution
- We can manage out these cases on your behalf as a sub contractor, and where necessary, work with your appointed solicitor to resolve complex legal issues

Case Investigation Service

- Let us make a commercial assessment of your prospects for recovery where you have a case investigation issue
- We can complete an initial assessment of circumstances and requirements, and working with your preferred solicitor, undertake the investigation required within pre agreed parameters

Work Packs and Checklists

- We can ensure that your existing packs are statutorily compliant and up to date for all recent changes. We can then conduct regular reviews and advise you of all recent changes on an ongoing basis
- Or speak to us about developing bespoke packs for your business

Case Closure Programmes

- We can design a case closure programme for you, or close sections of your portfolio. Talk to us about on site or off site closure
- If you are thinking of retirement or exiting the market speak to us about your requirements to trade out and close off your cases
- Sub contract all or part of your portfolio to us to manage out on your behalf
- We have a team on site that can undertake case progression and closure

Trading Cases

- Let us assist or make your trading assessment and design and implement trading strategy, controls and monitoring
- Winding down a trading business requires control and attention to detail. We can assist you with the process

Claims Handling

- Every insolvency has creditors, and dealing with creditors effectively and efficiently is a significant part of our service provision as IPs
- We will ensure your systems can cope with the volume of claims across your practice
- We can deal with the claims gathering and adjudication process on your behalf, to an agreed format and timescale

Locum Services

- Inevitably there will be circumstances when you need an experienced IP to cover unavoidable absences from your practice
- Talk to us about locum cover for holidays, maternity leave and sabbaticals etc

EILEEN MACLEAN

MA Hons MIPA MABRP MBA



Eileen Maclean is a licensed insolvency practitioner with over 20 years' experience of all aspects of personal and corporate insolvency. A member of the Insolvency Practitioners Association and R3, the Association of Business Recovery Professionals, Eileen represented Scotland on R3's National Council for six years until April 2009. She has been a member of R3's Scottish Technical Committee since 2003.

In 1999 Eileen established a unique, niche business providing support services to the insolvency and business community. Client-specific services to Big 4, medium and smaller practices include: complex case resolution; back office support and compliance reviews. She regularly trains insolvency students on behalf of ICAS and independently provides tailored insolvency training for IPs, solicitors and banks.

Eileen specialises in complex issues and dispute resolution, where she combines detailed knowledge of the law with a pragmatic approach to get proven results.

CHRISTINE CONVY

MIPA MABRP



Christine is an experienced accountant and licensed insolvency practitioner with over 20 years in business services and insolvency. She has worked within private and national practices ranging from being Office Managing Director within a national practice to owning her own accountancy and retail businesses.

She has considerable expertise within the SME, owner managed business sector where she has provided added value consultancy services, not only in strategic growth and operations, but also as an insolvency practitioner, taking personal and corporate appointments since 1995.

Christine is also actively involved in providing seminars to business groups on insolvency subjects, systemisation of practice procedures and training of team members – passionate about business with a solution driven approach.

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