

The Future of the ARM Industry: What Will Be the New Normal in the Post-Pandemic World?



Jointly presented by Clark Hill and Corporate Advisory Solutions

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Your Speakers

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Legislative & Regulatory Changes (Federal & State)

- Work from Home (WFH) expansion
 - Debt Collection Moratoriums
 - Medical Debt and Student Loan Scrutiny
 - Stimulus Package #4
 - What becomes of the NPR for Debt Collection?
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M&A/Industry Consolidation

- Will small agencies survive?
 - Where will the investment come from?
 - What are the preferred areas of interest?
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Technology

- What will agencies look like in the next year? The next five years?
 - What will be the impact of unemployment and technology?
 - What did we learn about technology from this crisis and how consumers want to communicate?
 - Did the crisis legitimize the industry?
 - Can the ARM industry be sustainable without full scale digitalization?
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Work From Home – Can Industry Implement on a Broad Scale?

- Will ARM companies have to have an effective WFH model in their operating business model?
 - In order to attract employees, will agencies have to offer WFH options?
 - Can agencies compartmentalize WFH, or determine what tasks can be moved offsite?
 - Will inability to have WFH due to client requirements results in more technology, less human capital?
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The New Business Continuity Plan (BCP)

- ARM companies will need to do an assessment of their BCP at the time of crisis? Was it effective or was it a failure?
 - Will offshore/near shore capability become even more critical?
 - Are you ever really prepared? How do you plan for the unplannable?
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Thank You

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