



# Educational Offerings

## Don't Let Your Vendor Become a Ball & Chain: How to Manage Switching to a New Vendor

Thursday, April 26th – 11:00am PT/1:00pm CT/2:00pm ET  
One (1) Education Credit toward Certification/Recertification

Sponsored by:



The innovations in technology can dramatically improve your internal processes, but are you taking advantage of the new products out there or are you overwhelmed by the thought of changing your vendor? This webinar will explore the considerations that you need to make when changing technology vendors, considerations before you make the change, including factors to help you interview and decide on the right solution, considerations during the contracting process and considerations during the transition to a new vendor. This webinar will ensure that you have the proper change management policies and procedures in place to manage the whole process from start to finish.

[Register](#)

### Member: \*Free

(\*One free webinar per company per month, all other registrations for the live webinar will be billed at the member rate of \$64)

Non – Member: \$94

### Course Presenters:



As President and COO of Sentinel, **Chris Roberts** guides the company their position as a leading provider of technology solutions for organizations engaged in the collection and recovery of distressed receivables. Sentinel's flagship product, eCollections™, was the first Internet-enabled software solution for the ARM industry. Chris has four grown children and resides in Des Moines, Iowa.



**Marian Sangalang** is Vice President of The Bureaus, Inc., a master servicer managing acquisitions, servicing, and sales for affiliated debt buyer clients. She is responsible for the management of data analysis and information technology systems for The Bureaus. Marian is also CRCP certified and an active member of many RMAI committees. Marian currently serves as the RMAI board President Elect.



**Jessie Skibbe** has over 20 years of Information Technology, Information Security & Regulatory Compliance experience spanning through manufacturing, financial services & healthcare industries. A former developer, network administrator, ISO, & CCO, she now serves as Vice President of Strategic Development and Chief Compliance Officer for KirkpatrickPrice. She is focused on assisting clients in meeting their security and compliance objectives.

- ACA Certified Credit & Collections Compliance Officer (CCCO)
- ACA International Certified Instructor
- ISC2 Certified Information Systems Security Professional (CISSP)
- ISACA Certified Information Systems Auditor (CISA)
- Certified HITRUST CSF Practitioner (CCSFP)