



# Educational Programs

## Navigating Complicated Compliance & Technology in the Service of Process

March 26, 2024 – 9:00am PT/12:00pm ET

One (1) RMAI Education Credit

Your preferred legal document support provider is a firm’s “eyes and ears” out in the field and an essential partner in successful collection efforts. Learn how technology is shaping the world of process service for both clients and vendors and what those advances mean for your compliance, auditing, and oversight. For the first time in an RMAI webinar, hear directly from industry leaders about the landscape of process serving and trends that will affect the way you interact with service recipients in 2024.




**Pricing:**

**Member:** Free

**Non – Member:** \$94

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**Course Presenters:**

	<p><b>David Cofman</b> is President of LawGistic Partners and serves on RMAI’s Affiliate Advisory Council and has 16+ years industry experience in legal document support, e-file and investigative services.</p>
	<p><b>Alexander Theoharis</b> is General Counsel and VP of Compliance for ABC Legal Services, the nation’s largest service of process provider. Alexander received his law degree from the University of Oregon in 2009 and has always sought to drive the industry’s tech-focus forward. In his time at ABC, Alexander oversaw the design and development numerous offerings, from the first phone app field-tests to modern online eDelivery. In his spare time he designs board games, does voiceover, and enjoys time with his two young boys.</p>
	<p><b>Paul Wilken</b> is Director, Business Relations at Blitt &amp; Gaines, P.C. He graduated from Northern Illinois University in 1993 with a B.S. in Business Management. Paul has a background in the third-party collections at the agency level, first party credit card collections with major issuers, and has spent the last 23 years in legal collections with Blitt and Gaines, P.C. At B&amp;G, Paul has had a variety of experiences in collection, operations and performance. His emphasis and experience in recent years has been integrating technology and digital solutions into the collection environment. In his current role, he over-seees all vendor relationships and vendor performance including skip, digital, payment, appearance counsel and process servers.</p>