

NJALA

New Jersey Association
of Legal Administrators

SPECIAL EDITION 2014

JER-Z JOURNAL
A QUARTERLY PUBLICATION





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NJALA Newsletter

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ON THE COVER

There are many benefits to building relationships with business partners. This Special Edition provides a unique look at some of those partners, who they are, and a sampling of what they can offer our members.

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EDITORS' MESSAGE

BY DOREEN MARINO AND ROBBIN DOLAN



One of the most important aspects of the NJALA membership is the relationships we build with our business partners. Whatever our role is, we find ourselves pulled in different directions constantly and don't always make the time to grow these relationships. For some members, you are part of a national Firm and cannot make these decisions; for others, you might be a small Firm who has a limited budget. Whatever the reason, you should take the time to get to know our business partners as they can be a valuable resource to you.

Although your Firm may not be able to use a particular service, our business partners have extensive relationships and experience. They can be a tremendous referral resource. You might meet with a moving and storage business partner who might be able to refer you to a company that handles hard drive destruction.

So how does a business partner and a member build a relationship? It starts by taking a phone call. Our business partners call to learn about you, your Firm, and what your situation is with contracts and or services. They very much

appreciate you getting to know them so that when someone is looking for their services, you remember them and they are on the top of your mind. They very much want to hear about all the challenges that administrators encounter to help them continue to learn about the industry and its needs.

What do you get out of it? Well, first and foremost, the development of some great friends and relationships, but putting that aside, you get access to some of the best experts in their industry. All of them are willing to help answer any questions you may have, and explain something that you don't quite understand. Of course, there are also educational sessions and workshops in which many business partners participate.

This Special Edition gave the business partners an opportunity to write any article of their choice that they felt would be beneficial to the members. So take a glance at some of our business partners and get to know a little about them. And if you see a business partner at a meeting, a workshop, or at a social, say hello, thank them for supporting the NJALA, and give them an opportunity to get to know you.

**Don't Forget Our Annual
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All Covered 

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REMOTE DEPOSITIONS

BY DANIELLE GSOELL

TECHNOLOGY CLIENT SOLUTIONS SPECIALIST
VERITEXT

As people become increasingly more comfortable with technology and incorporating it into their daily lives, we have seen the number of remote depositions utilizing virtual setups, such as Veritext Virtual, increase dramatically. The use of video chat programs like Skype, FaceTime, Google Hangouts, and Facebook Video Calling in our personal lives has made the use of web-based video conferencing in a professional setting (with increased security measures) much more palatable. Whether your deposition is across town or across the world, virtual depositions are a viable option when your physical attendance in the deposition room is not mandatory.

There are many scenarios in which you may want to attend a deposition remotely. The most obvious of which is saving of time and money. Those savings can translate into your ability to improve client services, increase productivity, and increase billable hours. Oftentimes we don't realize the amount of time that goes into packing, travel to and from the airport or train station, standing in lines, security, not to mention weather conditions or delays. Attending depositions remotely allows individuals to improve practice efficiency, minimizing down time and allowing firms to bill clients for legal work rather than travel time and expenses. Remote attendance using Veritext Virtual may never take the place of a face-to-face deposition for an important fact witness or expert, but it can be a part of your toolkit for ancillary witnesses, short depositions, or when you simply can't travel.

Not only can you attend depositions remotely using Veritext Virtual, but also this tool can be used to supplement attendance. While one lawyer is onsite, other lawyers, experts, or witnesses can participate by remote attendance as long as all attendees note their appearances for the court reporter to put in the record. In addition, supplemental attendees have the ability to ask or answer questions or otherwise assist the lawyer who is on site, or just monitor from afar. Supplemental attendees can even choose whether or not they want to be seen on the Veritext Virtual screen or just listen to the proceedings.

What to Expect of Your Remote Deposition

The logistics of a virtual deposition are pretty simple. The witness and court reporter will be at the deposition site along with any other attorneys or participants that will be in attendance. A laptop with a webcam (internal or external) and an Internet connection is required to transmit the video feed. A link to the secure virtual conference room and log in credentials is provided

via email before the deposition. With a few quick keystrokes, the live feed from the deposition site is transmitted. There is also a conference call component to provide the highest quality of audio transmission. Any and all remote participants can log in to view the virtual deposition.

Keeping Your Remote Deposition Secure

Security is of utmost importance when conducting or attending a remote deposition. Utilizing a secure, reliable web-conferencing platform will ensure that the proceedings will remain confidential and be HIPAA compliant. Unlike the free web-chat tools designed for personal use, Veritext Virtual utilizes a dedicated virtual conference room and single sign-on for each event. Security attacks in this arena typically involve an unauthorized user or "sniffing" or "eavesdropping" on user information while the data is in transit. Veritext Virtual utilizes 256-bit SSL/TLS to create a more secure end-to-end connection and to encrypt all communications between the server and all connected users. Not only is this connection secure, but also it is extremely user friendly. Users can access a Veritext Virtual session using only a web browser (PC or Mac) and are able to avoid complicated downloads and installations.

Sharing Documents During Your Remote Deposition

As use of virtual deposition tools increases, the list of features that Veritext Virtual can provide grows as well. In addition to the ability to see and even question the witness remotely, you can also share documents, make annotations, and attach documents as exhibits to the transcript. Potential exhibits can be pre-loaded into the document share tool and when you're ready to show other deposition participants, a few clicks will have the document up on their screens. Uploading documents on the fly is as easy as attaching a document to an email. You can use any available annotation tools to draw attention to, highlight or digitally stamp, specific areas of the document and even delegate control of the annotation tool to your witness or other participants. Annotated documents can be saved as new documents. Once the deposition is complete, all marked exhibits will be attached to your transcript just like paper copies. Gone are the days of sending paper copies overnight to the remote location or emailing documents to the court reporter ahead of time and relying on others. Remote document sharing allows you to maintain control of the documents you will introduce on the record until you are ready to make them public.

(Continued on page 18)

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RD WEIS COMPANIES

THE FLOORING SOLUTIONS

BY JOE PEDALINO

RD Weis Companies, a nationally-recognized full-service commercial flooring contractor, is thrilled to be part of the Association of Legal Administrators of New Jersey. A member of StarNet with national account capabilities, we offer carpet and floor care, maintenance, installation, and cleaning.

RD Weis is flooring focused, not just the installation, sale and maintenance, but also the recycling of materials. We manage reclamation, re-use and recycling, product selection, and maintenance strategies. We offer a one-stop shop for law firms and multi-location firms.

RD Weis can project manage a facility's flooring specifications and installation, whether it be modular carpet tile, broadloom, hardwood or laminate flooring. We can also address grimy, dirty-looking ceramic tile floors and walls in restrooms or kitchen areas with a revolutionary process that restores and protects grout from mold, mildew, oil, dirt, biohazards and other contaminants, giving it a "like-new" appearance.

RD Weis Companies prides itself on taking a strong stance on sustainability. As a company we are:

- Specifying "green" products
- Recycling carpet, vinyl, and rubber
- All our offices recycle, paper, plastic, and aluminum
- All our offices have cardboard only dumpsters
- Switched our company vehicles to fuel efficient automobiles
- Recycling of wooden pallets
- Active member of CARE and board member
- Donated carpet tiles to The Loading Dock, with which we have a 20-year relationship

We recycle carpet by sending it to CarpetCycle in New Jersey and old furniture is mostly donated for reuse.

RD Weis offers countless solutions to the challenges of keeping a facility clean and safe and we take seriously the importance of great service, as service is our principal product.

RD Weis Companies is a full-service, commercial flooring contractor offering sustainable and environmentally friendly carpet and floor care, maintenance, installation, and cleaning. We are located in the Northeast, New England, and Detroit. Although, we are new to ALA in New Jersey, we are ALA members in New York City, Boston, Rochester and Detroit.

Contact: Joe Pedalino
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ALL-STATE LEGAL: THE REBRANDING EXPERTS

BY ANNE ITRI

REGIONAL SALES MANAGER—NORTHEAST REGION

The U.S. legal market in 2014 can be described using many different and often contrasting terms. A few that come immediately to mind are: turbulent, dynamic, evolving, expanding, transforming, adapting, contracting, and reinventing. Any one of these terms, taken individually, connotes action and movement, but when two or more can be used to describe today's legal market, as is most likely the case, action and movement seem almost to be understatements. The pace of change is historic and shows no sign of slowing down.

Two of the major forces driving the changing dynamics of the legal market today are: (1) the ever-increasing competition among law firms of all sizes and types (large and small, general practice and boutiques) for legal work, and (2) the increasing reliance by law firms on technology, both to help them position and market themselves as well as to represent their clients most effectively and efficiently. A major point of intersection of these forces is the how they elevate the importance of law firms' brands to their ultimate success.

In the race to attract new clients and grow revenue, many firms struggle to grow organically, and opt instead to achieve their growth goals through merger or acquisition. One of the most critical decisions that a law firm must make as it embarks on a merger or acquisition is how it will brand the newly merged firm. Typically, in a law firm merger or acquisition, after an initial planning phase, things tend to move very quickly and a lot of key decisions are made in a short period of time. With regard to a firm's new brand, the decisions are myriad, e.g.: Which parts of the prior firms' names/brands should be retained? Should the new brand image include a logo or just a name? Should the brand image be more traditional or modern and cutting edge? Should color be incorporated into the brand, and, if so, which ones and what do they represent? When and how will the new brand be rolled out, both internally and externally?

The one decision that many firms often overlook (entrusting it to an outside design consultant) or give little thought to is choosing the right printer to produce all of the newly branded items and deliver them to the firm on schedule, within budget, and perhaps most importantly, without any "hiccups."

Over the past 67+ years, ALL-STATE LEGAL has been working with law firms of all sizes on all aspects of rebranding projects—from design consultation, through

expert production, to timely and efficient delivery. In fact, over the past 5 years alone, we've been involved in some of the legal industry's most notable rebranding projects at 4 of the top 10 largest law firms in the United States. In each instance, ALL-STATE LEGAL provided consultation and project management expertise, and delivered rebranded stationery and other printed items that proved instrumental in supporting and propelling those firms' new brands forward into the legal marketplace.

Specifically, ALL-STATE LEGAL has helped law firms rebrand by:

- Consulting with firm project teams and their graphic designers on potential production pitfalls posed by specific design elements
- Advising firm project teams and graphic designers on paper stock selection and print processes that would be most effective in conveying the new brand image
- Determining quantities necessary for the initial rebrand rollout, as well as the most cost effective quantity runs for near and long-term inventory management
- Planning strategically for storage of excess inventory at one or more ALL-STATE facilities so that it can be delivered as requested to firm locations quickly and cost effectively
- Sourcing additional imprinted items that law firms might want to use to convey the new brand (e.g., pens, mugs, coasters, umbrellas, etc.)
- Orchestrating the actual rollouts of rebranded stationery and other printed materials to all firm office locations (including, in some instances, even drafting the firm's internal communication pieces)

Technology, specifically the Internet and all of its various business and social media offshoots (e.g., Facebook, LinkedIn, Twitter, etc.), have made it extremely easy for law firms to promote and proliferate their brands, and to do so with minimal expenditure of both time and money. The emergence of these channels has resulted in many law firms re-evaluating their brands and initiating rebranding projects in order to develop new brands that resonate more and stand out more prominently when they are conveyed over these new media channels.

(Continued on page 15)



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NEW TECHNOLOGIES INCREASE FIRM PROFITABILITY!

BY DONALD GROVER, LEGAL PRACTICE LEADER

MICRO STRATEGIES

There are a couple of top of mind topics in law firms today and they are: how to increase revenues in a competitive market and how to ensure that attorneys bill all of their time accurately.

New software appears to provide an answer. The latest in software improvements almost guarantees increased firm revenues and increased partner profits. These applications help attorneys both keep track of their billable time and make it easy to enter all hours worked into an accounting system. Time capture software integrates with other systems on a network and keeps track of work done by an attorney or paralegal; whether via email, telephone, document creation or review, internet research, or scheduled meetings. The system then reports this information back to the software in an easily understandable electronic report. This report is then used by the attorney to ensure all client work is captured and recorded as billable time, thereby reducing the amount of unrecorded or lost billing hours. The systems can also be used to drag and drop the time reported into actual time entries. This makes the time entry process less burdensome and reduces the amount of effort spent entering time by an attorney or a legal assistant.

Most attorneys do not capture 100% of their billable time. According to a study by Altman Weil, one tenth of a fee earner's time is lost if it is not recorded until the end of the day or the next day, and four billable hours per week are lost if time is not recorded until the end of the week. At a minimum, Altman Weil says these omissions can result in an attorney losing 170 to 200 hours per year. Lost time can result in a vast amount of lost revenue and decreased Partner profits.

Assume a firm has 30 attorneys and an average billing rate of \$300. For the sake of this example, an extremely conservative estimate would assume that the Altman Weil's information overstates the problem. Instead of 170 lost hours per attorney per year, the assumption could be that only 50 hours a year per attorney are lost. This equals only 2/10 of an hour or 12 minutes a day of lost or unrecorded time. Imagine that this time could be recaptured and billed via time capture software. The loss of only 2/10 billable hour per attorney per day, would cost a firm in this example, \$450,000 of revenue per year; and potentially the same amount of lost Partner profits. Being even more conservative, assume each attorney is only losing 2/10 of

an hour per week, instead of 2/10 of an hour per day. Under this very conservative scenario, revenues could be increased by \$90,000 per year with effective time capture software.

In addition to actually losing billable hours by missing reported time, many attorneys lose time by searching through emails, phone records, and documents to determine what actually occurred during the current day, previous day, past week, or in some cases, the past month, in order to reconstruct their time. This is an arduous process. New time builder systems significantly reduce this effort by putting all the information into one convenient system for up- to-the-minute review and ongoing time entry.

The technology required to improve time recording and increase revenue is actually inexpensive. Depending on a law firm's average billing rate, a system could pay for itself if it were to increase hours billed by an average of 2 hours a year, per attorney. Any time recaptured over 2 hours a year or .009 hours a day, would improve Partner profits. There is a very real and quick return on investment delivered by utilizing effective time capture software.

Please contact Micro Strategies to learn more about time capture software or for any of your firm's IT system or application needs.

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Donald Grover is Legal Practice Leader at Micro Strategies Inc. He can be contacted at dgrover@microstrat.com or by phone at 973-625-7721.



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DEPOSITION MANAGEMENT: ASKING THE RIGHT QUESTIONS

BY JULIE RHATICAN NELSON
REGIONAL LITIGATION CONSULTANT,
ESQUIRE DEPOSITION SOLUTIONS, LLC

AS WITH DEPOSITIONS, THE BEST QUESTIONS YIELD THE BEST RESULTS

The choice of a deposition provider should never be taken lightly. Especially in complex litigation, the service needs to be fast and accurate, but also comprehensive and technologically sound, to meet any challenges that might arise. Engaging the wrong provider — or too many providers — can result in costly delays and inconsistent quality in your deposition transcripts and videos that could impact the outcome of the matter.

For the best results, ask the right questions up front. A full understanding of the scope of your case needs, both immediate and future, can enable you to align resources to those needs efficiently and effectively.

The right court reporting provider will welcome your questions, helping you to identify and meet the requirements for location and type of space; reporting and videography; translation services; transcript repository, and more. As important as its offerings, the provider of choice will deliver the technological resources and client service necessary for top-quality, professional deposition management.

Broad Reach, Local Support Provide the Necessary Coverage

You may need to schedule depositions across the country, or around the world. Is your provider where you need to be? Consider the locations in which the proceedings will occur, and *could* occur, and insist on a national organization with experienced local reporters and videographers.

For example, in a recent high-stakes intellectual property case, Esquire provided support for more than 20 expert witness depositions in cities across the country, as well as in London and Paris. The case required seamless management of thousands of exhibits and highly trained local reporters. Since Esquire has offices in over 40 U.S. cities and a worldwide network, we were able to provide high-quality services in every required location.

Single-Source Access Simplifies Your Deposition Management

Engaging a full-service deposition provider can help you gain time and cost efficiencies. With instant access to a variety of resources, your depositions can be coordinated with minimal time on your part. Ask yourself which of the following your case requires and choose a provider that can deliver every element:

- Certified realtime court reporters with specific industry or matter-related experience
- Interpretation in a variety of languages
- Portable videoconferencing, remote streaming of text and video, and synchronized video
- Online scheduling, calendar management, and invoicing
- Online repository with secure, fully-searchable access to transcripts, exhibits, and videos
- Mobile access on multiple platforms to case calendars, transcripts, exhibits, and videos
- Transcripts delivered in ASCII text and/or enhanced electronic format
- Tools for reviewing and captioning video to create polished PowerPoint presentations
- Flexible space options
- Concierge customer service
- 24/7/365 support

Especially if your firm regularly conducts complex litigation, establishing a relationship with an adaptable, full-service provider can simplify your overall deposition management, giving you increased control over your information and your time.

World-Class Technology Infrastructure Supports Your End-to-End Process

Your deposition provider of choice must offer court reporters with the latest technical training in realtime reporting. It must also feature a reliable technology infrastructure that allows firm administration and litigation teams to manage and share documents efficiently.

Deposition Management

(Continued from page 14)

Ask for a demonstration of the provider's online case portal, repository, and other technical services, making sure each is secure and easy to learn and use. The overall system should enable a streamlined, end-to-end process:

- The case portal should allow depositions to be scheduled quickly, and provide immediate email confirmation. Be sure the system offers sharing of case calendars, notifications of settings and changes, and the ability to review and pay invoices online.
- The repository should provide access to all your case-related files in one place, with flexible search capabilities that let you instantly search all case files at one time. Look for the ability to batch download documents and share video access within your firm or with expert witnesses, with no additional licensing and no IT support required. A tool for online, multiparty discussions, with the ability to view video and text clips, will enable you to quickly create and finalize your presentations.

A prospective provider that invests in developing and offering new technologies offers a good indicator of its commitment to a healthy overall technology infrastructure. One such emerging technology is portable video conferencing, which enables attorneys to view and interact with witnesses in remote locations using hand-held mobile devices.

Esquire has developed a portable video conferencing offering that uses secure, state-of-the-art encryption and encoded message authentication, and includes integrated voice and video for high-quality synchronization. Recently, in an \$8.5 billion construction defect lawsuit with more than 900 parties involved across the country, Esquire provided complete access to more than 175 depositions for remote attendees using the tool. Participants logged in from multiple locations via a range of Internet-connected devices, including iPads. We're committed to making the very best technology affordable and accessible to our clients and then supporting that technology with excellent customer service.

Responsive Customer Service Makes "All the Difference"

Once you've engaged a provider, keep your questions coming. A top-notch, professional case management team will respond immediately to your issues and concerns *with real solutions*. We've felt especially gratified when a client noted: "From accurate transcripts to quick turnaround times to impressive technology solutions, Esquire delivered on every promise made. The Esquire representatives were attentive to our case needs and highly responsive. Esquire's flawless management of this case made all the difference."

Deposition management — capturing, managing, and presenting your deposition information — is no simple task. Don't shy from asking for assistance in assessing your needs, or from requiring excellent service. With support from a full-service, technologically advanced deposition provider, your

firm can produce high-quality depositions, wherever your cases take you.

About Esquire Deposition Solutions

Esquire has been providing world-class deposition services for over 25 years. Our more than 40 offices nationwide offer exceptional convenience and local support for our clients, featuring deposition conference rooms staffed by our friendly and responsive team of employees. Our dedicated, highly skilled local court reporters ensure that each deposition goes smoothly and is of the highest quality. With coverage across the country and around the world, we look forward to supporting you wherever your deposition takes place. For more information call 1-800-211-DEPO or visit www.esquiresolutions.com.

About the Author

Julie Rhatican Nelson has been in the legal industry for 20 years. She has worked both within a law firm as a paralegal and on the vendor side as a solutions provider for a major e-discovery company. Since joining Esquire Deposition Solutions, Julie has brought knowledge and experience in offering litigation support solutions in a fast-paced legal environment to her clients. Julie can be reached at Julie.rhatican@esquiresolutions.com and at 973-951-9559.

All State Legal-The Rebranding Experts

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Whether a law firm is rebranding as the result of a merger or acquisition, to take advantage of technology advances in Internet and social media, or simply doing so in an effort to change or refresh its image in the marketplace, a rebranding project can be complicated, labor intensive, and can easily get sidetracked if the firm fails to consider all of the details and choose the right provider to develop, manage, and execute an airtight project plan. At ALL-STATE LEGAL, it's what we've done consistently and successfully over the past 67 years, proving that we are indeed the "rebranding experts."

About ALL-STATE LEGAL

Founded in 1946 and headquartered in Cranford, New Jersey, ALL-STATE LEGAL is the nation's premier provider of engraved and printed stationery and marketing materials for law firms. The company has a national footprint (with five manufacturing and distribution centers located in and around all the major U.S. legal markets), a best-in-class online ordering platform, and an experienced and knowledgeable client service team—all focused on providing the highest quality products and services to law firms of all sizes, from solo practitioners to the largest global firms.

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ON THE RECORD: IMPROVE RECORD KEEPING TO RAISE EFFICIENCY, REDUCE RISK

BY SCOTT PASTER
DIRECTOR, LEGAL SOLUTIONS GROUP
AND FRED LEVINE, MANAGER, SALES
CANON BUSINESS PROCESS SERVICES



Law firms are businesses, and like all complex businesses they face very real operational challenges. These challenges can include slow access to legal documents and case files, unnecessarily high print/copy operation costs, and mistakes in delivering documents such as motions. All these issues may dramatically impact both your firm and your clients. Improving your firm's current records management program is a critical way to help avoid these and other document management-related issues.

Our client, a highly-ranked Am Law 100 law firm, recognized that one of its offices needed help with implementing records management best practices to improve efficiency and regulatory compliance. The firm tapped Canon Business Process Services to revitalize the records program, which now serves as a model for other firm offices.

The Challenge

Legal organizations need to manage records for compliance, discovery, and to protect client-related information. The law firm, recognizing the importance of this requirement, saw an opportunity to improve the records management program of one of its six U.S. offices. The challenge: the office's records management practices did not follow standards set by the firm's national records program. On the contrary, the practices contained inefficient processes and exposed the firm to risk.

Training was an issue. The local records staff had not been adequately trained on records management best practices; the staff also lacked a clear career path. Technology was another issue. The records staff was not fully leveraging the benefits of LegalKey for managing all files from creation through disposal.

The firm's employees consequently lost confidence in the records operation and stopped sending documents to the file room for processing in LegalKey. Without efficient processing, more and more records were misplaced, made difficult to locate, and required too much time to deliver. This reduced the level of client service and increased the risk of possible spoliation of case-related documents and non-compliance with court-ordered discovery requests.

The Solution

The law office outsourced its records program to Canon Business Process Services. Their objective was to utilize our records management expertise to standardize the office's file creation and management processes. We immediately began addressing three main challenges: raise the level of staff professionalism, improve workflow, and more fully leverage existing technology.

Our team implemented a new staffing model based on a defined reporting structure. This included assigning specific tasks to staff members, such as courier or file storage responsibilities, and providing operational details and performance criteria for each task.

Improving workflow and communication was critical. Immediate improvement was realized by creating a customer service desk with a dedicated Customer Service Representative (CSR). This CSR is a supervisor-level employee who coordinates all digital, voice, and personal communication. The CSR also functions as a single-point-of-contact to help streamline communications, balance workload, and assure attorneys, paralegals, and secretaries that they will get a timely response.

A key CSR function is to check that all file creation requests meet criteria set by the firm's records policies and procedures. This practice did not previously exist. Accountability for each file at any given time was improved by tracking files from the beginning of their delivery to their return. Additionally, we initiated a file inventory process to periodically update the records management system.

The Canon team implemented new procedures in managing the firm's offsite file storage. The previous approach had seven individuals, each located in a different file room, responsible for preparing boxes of files that were picked up weekly by a storage provider and delivered to an offsite facility. We consolidated this process by making one person responsible for offsite storage preparation and delivery procedures for all of the file rooms. By reducing the weekly pickups by the provider to twice a month, we significantly reduced the firm's costs.

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ON THE RECORD

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Canon and the law firm are improving how the office uses the records management software as well. The firm offers specialized training on the system. We advise which individuals might need the training and support the law office's secretaries with hands-on help when required.

The Results

Highlights of our successful partnership with the law firm include:

- Cost savings achieved through improved shipping/receiving of records for offsite storage
- Reduction in space devoted to physical files
- Aggressive service level agreements resulting in a performance accuracy rate of 99.89 percent for file creation and delivery
- Restored trust in the law office's records department by the attorneys, paralegals, and secretaries
- Elimination of redundant processes and improved accountability
- Full utilization of the firm's records management software and scanning technology, ensuring that records are accounted for as part of daily operations and business continuity/disaster preparedness plans
- Improved speed in locating files, reducing the risk of non-compliance with court-ordered discovery requests.

About Canon Business Process Services

Canon Business Process Services, Inc. provides managed services and technology that enable law firms and other organizations to improve operational efficiency while reducing risk and cost. Our experts apply quality management principles and tools such as Six Sigma® to advance performance to a higher level. We offer services including records and information management, print, mail, eDiscovery, imaging, and BPO. CBPS is an IAOP Global Outsourcing 100 Leader in 2014 for the eighth consecutive year and provides outsourced document management and electronic discovery services to 43 of the Am Law 100 firms including 10 of the top 20 firms. Based in New York City, Canon Business Process Services is a wholly owned subsidiary of Canon U.S.A., Inc. Learn more at www.cbps.canon.com.

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Remote Depositions

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Realtime Transcript Streaming with Annotation Features

Another valuable tool available through Veritext Virtual is realtime transcript streaming. As the deposition testimony unfolds, participants can receive a live feed of the transcript directly from the court reporter. With the text scrolling on the screen, participants have the ability to search for keywords, highlight text, bookmark important pieces of testimony and even apply issue codes to testimony in real time. A rough draft of the transcript can be saved with or without annotations at any time. Realtime transcript streaming can be displayed and annotated simultaneously with video and remote exhibit presentation giving users a complete remote deposition experience in one browser window.

Chat with Other Participants

The chat functionality incorporated into the virtual conference room allows participants to hold private side conversations with other participants or publicly with all attendees. This can be a much more effective way to communicate with other remote participants than sending emails or text messages back and forth while on the record. It is important to know the difference between public and private chat so this feature can be tested with the tech team before using it the first time.

One of the greatest features of Veritext Virtual is that it is fully customizable. You decide on the components that you would like to use for your remote deposition and your virtual conference room will be set up with those components. If you like to read the streaming text in Arial instead of Tahoma, you can easily set your preferences. Any and all of the Veritext Virtual features can be combined to provide you with the virtual conference room that fits your needs.

About Veritext

To learn more about remote depositions and the Veritext Virtual tool visit: www.veritext.com/veritext-virtual. Veritext is a full-service court reporting company and the leader in deposition and litigation support solutions. For law firms and corporations, the company provides comprehensive national coverage, skilled court reporters, advanced technology, and unmatched client service. Veritext solutions utilize the latest easy-to-use technologies that streamline the deposition process, enhance delivery flexibility, and reliably handle the most complex cases. Proprietary video, mobile and remote services combined with unmatched security, including HIPAA and PII compliance, ensure that Veritext's clients have the best tools available and the confidence of working with the market leader. For more information, go to www.veritext.com or email information@veritext.com.

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