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## **SF Legal Offers New *Relativity* Help Line and Customized Solutions Database Enabled by New Ticketing System**

San Francisco, Calif. – When clients call SF Legal’s e-Discovery consultants for help with their *Relativity* platform, they’ll get the benefit of every previous solution, thanks to a new ticketing system. SF Legal now numbers and tracks all kCura’s *Relativity* service requests. This enables the company’s e-Discovery consultants to search the database for similar problems and challenges and pinpoint relevant solutions in the shortest amount of time. In addition, the database enables SF Legal to quickly create custom *Relativity* solutions.

“This is like having your own personal help line without the hassle of automated messages or the inconvenience of a one-size-fits-all solution,” said SF Legal CEO Christian Lawrence. “We learn from what’s happened in the past, develop a plan from the acquired knowledge, and use this knowledge to benefit our clients.”

The majority of calls to the *Relativity* Help Line typically focus on how to reduce risk, lower e-discovery costs and improve process management. Now that all calls are tracked, managed and filed, SF Legal will enjoy greater insight into every client’s review collections and can leverage the knowledge gained from each solution to help other clients.

### **About SF Legal**

Founded in 1998, SF Legal is one of the leading and fastest-growing providers of electronic discovery solutions to both law firms and corporations nationwide. With a highly consultative approach and a suite of cutting-edge technologies, SF Legal enables clients to achieve significant cost and process efficiencies compared with competing alternatives. SF Legal provides an end-to-end suite of electronic discovery services – from data preservation and collection, through analysis and review, to production and trial. More information is available at [www.sanfranciscolegal.com](http://www.sanfranciscolegal.com) or by calling 415-392-2900.

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