

## San Francisco Legal Picks up the Slack on Heavy Litigation Grade Imaging Project for Leading Law Firm

### DIGITAL CHALLENGE

- 50 Boxes of Documents
- Heavy Litigation Grade Imaging
- Logical and Physical Unitization
- Five-Field Coding
- Delivery on Rolling Basis

### PROJECT SUMMARY

A leading law firm hires two litigation support firms to perform rush heavy grade document scanning. One of those firms is San Francisco Legal. The other firm hired botches the job early on, leaving the entire project in the able hands of San Francisco Legal.

case study

Tensions can run high in the legal industry, especially when it comes to gathering data for trial. Recently, a leading law firm was feeling the heat and turned to San Francisco Legal for help. They had 50 boxes of heavy litigation grade materials that needed to be imaged on a rolling basis within a short timeframe.

The law firm originally decided to split the imaging project between two firms to make sure their tight deadline was met. However, it was clear early on that one firm wasn't up to the task.

"The other firm would say they'd show up at our office at 5:00 p.m. with completed product, and then not get here until 7:30 p.m.," said the spokesman of the law firm. "We couldn't afford to wait around – we needed that data on time to work on our case. Plus, the work product was miserable. So we had San Francisco Legal take over the entire imaging job, and the project was a huge success."

### A Messy Situation Made Right

The documents that San Francisco Legal handled were in binders and folders with

numerous staples, clips and tabs. Post-It® notes were also scattered throughout. To make matters more complex, the documents included business cards, note-sized paper, onion skin – you name it. The odd-sized documents had to be copied before they could be scanned. This was true for documents that were fragile or had faint images as well. The documents also included numerous spreadsheets, which were 11x17 tri-folds that were taped together.

"San Francisco Legal was able to deal with any type of document," said the spokesman. "And they returned all of the originals to us in their exact order and completely reassembled – staples, bindings, everything. The accuracy of the final

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**Spokesman, Law Firm**

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**Coded for Clarity**

San Francisco Legal scanned and unitized the documents, and provided load files per the client’s specifications. In addition, San Francisco Legal captured five code fields, including file name, flagged data (such as Post-It® notes), box number, source, and date collected. The unitization and coding was all done according to a carefully written coding manual. San Francisco Legal’s

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careful unitization and coding enabled the law firm to search through the thousands of pages of documents more easily. San Francisco Legal provided all the data on CDs to the firm’s office on the Peninsula, as well as express delivered CDs to New York counsel. They also uploaded the data to the firm’s FTP site.

“San Francisco Legal was extremely flexible and capable,” said the spokesman. “When we dropped the other vendor, we didn’t know what would happen. But with San Francisco Legal on our side, we soon found out that we didn’t need to worry – they kept up with our timeline and did a fantastic job.”

**Timely, Responsive Service**

When deciding whether or not to hire San Francisco Legal, the law firm was concerned about the security of the documents. “We didn’t want the documents to travel with a courier,” said the spokesman. “If we hired San Francisco Legal, they would be imaging extremely sensitive

financial data, and keeping it safe and secure was extremely critical. San Francisco Legal’s response to our concern was ‘no problem.’”

A San Francisco Legal employee drove the completed materials (and picked up additional boxes for imaging) from San Francisco to the Peninsula on a daily basis – usually in rush-hour traffic – for three weeks. In the final two weeks, they made the trip every other day.

“They were like clockwork,” said the spokesman. “We could count on them to keep the boxes rolling in and out of our firm. As a result, we were able to continuously work on the case without worry.”

In addition, San Francisco Legal was always responsive and available. It didn’t matter if it was 7:00 a.m., 10:00 p.m. or 2:00 a.m. If the law firm needed information or had a question, they could get an answer.

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**About San Francisco Legal**

**Founded in 1998, San Francisco Legal has grown rapidly to become the largest locally owned and operated legal support facility in San Francisco. With extensive experience in all aspects of litigation support, the firm assists clients at every step of the trial process. San Francisco Legal offers turnkey document solutions with a consultative, hands-on approach to customer service. To support this philosophy, the firm works to foster strong relationships with its employees, and is committed to providing its clients with the most thorough, attentive service possible – 24/7. More information about San Francisco Legal can be found at [www.sanfranciscolegal.com](http://www.sanfranciscolegal.com), or by calling (415) 392-2900.**

