



san francisco legal | raising the bar

Consultative approach saves time and money on complex, deadline-intensive projects.

A local law firm called us to say they needed “24/7” service – and that we would have less than 24 hours to make copies of very-heavy-grade documents in eight oversize banker boxes. They emphasized that this was not a corner-copy-store job, but a very time consuming and complicated project. They asked if we could handle it.

We met with the paralegal and attorney to go over the project directions and look through the boxes. By reviewing the documents carefully with our client at the beginning of the project, we were able to discuss any complex instructions to ensure that we understood the details, make suggestions that could save them time and money, and confirm when the project needed to be delivered. We started copying right after our meeting.

Because of San Francisco Legal's reputation, the client trusted us to use our knowledge and expertise to determine the best way to do the job. We enjoy working with our clients as trusted partners and part of their team – instead of acting like robotic instruction takers.

The client was right – this definitely was not a simple run-it-through-the-copier project. There were color copies and oversized documents mixed in with the standard 8 1/2-by-11 black-and-white pages, and there were numerous staples, clips, bindings, folders and tabs within

each box. Fortunately, our experienced production staff knew that it was critical to maintain the documents in their original order while we sorted and copied batches of privileged and non-privileged information.

As always, we were determined to complete the project on schedule and with perfect accuracy. Less than 24 hours later, we couriered three boxes of copies to our client in San Francisco and shipped another five boxes to their co-counsel in Los Angeles – right on target and within the pre-set budget.

After the job was delivered, the client called to say that they were very impressed. We had proven our capabilities on a difficult project and earned their loyalty.

San Francisco Legal provides this same kind of full-service litigation support to a wide range of clients. Every time we take on a job, we can assure the client that we will meet or exceed expectations because the entire San Francisco Legal team prides themselves on never letting our customers down.



About San Francisco Legal

With extensive experience in all aspects of litigation support, San Francisco Legal uses a consultative, hands-on approach to assist clients at every step of the trial process. By offering turnkey document solutions and thorough, attentive service available around the clock, San Francisco Legal has grown to become the largest locally owned and operated legal support facility serving the Greater Bay Area – and beyond – since its founding in 1998.

Services include:

- Electronic Discovery
- Consulting
- Data Collection
- Imaging
- OCR
- Web Hosting
- Blowbacks
- Reprographics
- Software Training
- Concordance/Summation Resellers