

You will get more than what you expect because we take the time to double check.

Working in the legal industry can be a bit of cloak and dagger. Everything must be kept confidential – and our work is no exception. Our clients entrust their most sensitive data to San Francisco Legal. We understand how important it is that we meet their requirements exactly as specified, and handle the job with complete integrity.

San Francisco Legal works hard to earn the confidence of clients. As they get to know us, they trust us with increasingly sensitive and delicate documents to duplicate. We make sure that we pay very close attention to their particular instructions. With each project, we become more familiar with their needs until we know most of them by heart. And they get to know us, too. At the large law firms, we are there so often that the building security staff waves us right by!

That does not mean we take our client's business for granted. We know there are other litigation support firms nipping at our heels and it is important for us to make sure our clients are getting the best service possible.

For instance, we recently picked up nine boxes of documents, many of which were 20 to 30 years old. Our client had flagged the ones that needed to be copied.

Everything had to be carefully separated, copied and returned exactly as it was before. And all of this needed to be done on the same day we picked up the boxes.

During this process, one of our production staff noticed that some of the documents that were not flagged looked

similar to those that were. The customer service representative was notified and when he saw this same issue repeated with several of the boxes, he called the client to inform her of the situation. He suggested that to err on the side of caution, we would make copies of the similar documents. If it turned out that the extra copies were not required, we would deduct the cost from the final invoice.

After we delivered the job, the client discovered that many of the similar-looking documents, even though unflagged, should indeed have been copied. The fact that we were observant and took extra steps to do the best job possible ended up saving her a great deal of time and spared her a tremendous inconvenience. Today, this client calls us whenever she needs documents copied. Even if it is over the weekend, she knows that we are available to meet her firm's requirements. And when she found out that San Francisco Legal has a digital department, she started sending all of her digital work our way, too.

For busy paralegals, it is reassuring for them to know that when they call us, they can talk to the same customer service representative or account manager they have worked with before. That is just one way we show our clients that we really care and are dedicated to getting it right. It is a great feeling to win a client's complete confidence, and one of the reasons they keep coming back to San Francisco Legal.



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