



san francisco legal | raising the bar

Concordance database of 700,000 imaged, digitally converted, coded, and OCR'd documents lets law firm focus on litigation.

When one of our clients took over a complex insurance case regarding asbestos, they faced a number of challenges. First, they needed to streamline and normalize 30 years of information in preparation for a usable database. This population included a unique mix of digital and paper documentation – 700,000 pages worth. There were handwritten and old-fashioned typewritten pages, pages typed onto carbon paper, and many other delicate originals, in addition to computer-generated materials. Bottom line, we had 100,000 documents that required a multi-layered, organizational approach. And all of this information needed to be accessible by a host of partners, associates, paralegals and various experts spread across the country.

We met with the client to discuss his objectives and together developed a strategy for supporting his team through this extremely complex and lengthy case. We provided the firm with a very detailed proposal to ensure that we clearly understood their concerns and hot points, setting the stage for a smooth-running project.

That first meeting and proposal evolved into upwards of 40 distinctive projects supporting the asbestos litigation. This has included imaging, digital conversion, coding, and OCR – all folded into a single Concordance database. At every step, we have maintained close communication with our client, and have offered a fresh perspective and constant updates on progress and results.

For example, at one point, we had questions about coding a particular field. Upon further discussion with the client, we saw several places where their coding requirements and instructions would yield an incomplete database. Because of our commitment to our client and their success, we brought this to their attention and saved their team a lot of frustration that would have otherwise come during the review process.

In another instance, we found that some documents – which had been scanned and produced by another firm many years before – had been inconsistently hand-labeled. As a result, some of the bates numbers were missing, other documents had duplicate bates numbers and some pages were missing bates numbers altogether. Again, we took a consultative approach to find a solution that captured the inconsistencies and fixed the database problems caused by the opposing firm's vendor. As a result, we enabled our client to not only work within the database, but to fully review documents – despite the inconsistencies in the originals.

At every level the San Francisco Legal staff did what they do best – solve problems and produce results. This enabled our client to focus his energies on litigation case matters. It is no wonder our firm runs like a well-oiled machine – and that our clients continue to return to us month after month with new assignments.



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