



## Content for 50 four-inch binders with custom tabs in at midnight, copied and delivered by dawn.

We got a call from a paralegal that had just moved to another firm. She needed 50 four-inch binders loaded with copies and custom tabs for a mock trial the following morning.

To her, this was a very complicated project – the result of days and days of tedious work. To us, it was business as usual. We assured her that we could do the job the way she wanted it done and meet her deadline, too.

Even though we assured her that we handle projects like this all the time, she asked if an account manager could come over to her office to personally look over the project when it was ready for pick up. We assured her someone would do just that. She said she hoped to have everything ready for us around 7 that evening.

Knowing how things can change in a heartbeat in the legal industry, the San Francisco Legal account manager called her and gave her his cell phone number just in case, and told her to call him no matter how late it was.

Well, she called him at home just before midnight. He jumped in a cab and headed to her law office. She was very apologetic for the delay, but he assured her that it was no problem. He added that the San Francisco Legal production staff would work as long as it took to finish her job by morning.



As soon as the account manager got back to San Francisco Legal, our production staff went right to work on her project. They completed it on time, to her exact specifications. Since then, San Francisco Legal has done other jobs for her, as well as for other lawyers at her firm.

It feels good when we can prove to a new client that at San Francisco Legal, we keep our word. And the account manager admitted that now and then a late night cab ride through the city can be kind of fun.

### 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