



# san francisco legal | raising the bar

## 4.2GB rolled into Essentials database enables law firm to select 26,000 images to convert to TIFF – in one weekend.

In this industry, we know that our reputation, and yours, is on the line with every job. And we know that this reputation follows us from one firm to another. That's why everyone at San Francisco Legal – from account managers to the experienced operators in our digital department – goes out of their way to deliver what you need, when you need it.

Case in point: There's a paralegal who has relied on San Francisco Legal for litigation support for many years. As he built his career and transitioned from one law firm to the next, he always recommended using our services. Recently, though, his loyalty and our ability to respond were tested.

*"Thanks so much for really stepping up on this project. The CDs were burned and sent out this morning to opposing counsel. Great job on all counts."*

**– Practice Support Manager**

The paralegal had moved to a new law firm where he was not only their most recent employee, but also was launching his new career as their practice support manager. He had been in this new position for a couple of months when he was given a job that was extremely urgent and involved a critical case.

He suggested bringing in San Francisco Legal, but his new firm had never used our services and said that they were fine with

their existing provider. Our contact replied that, as their new practice support manager, he preferred using a firm that he knew from experience would get the job done right. He told his fellow managers that the only firm he trusted to meet this extremely critical deadline was San Francisco Legal.

When our account manager met with the law firm to discuss the project, he told them he was confident that our digital production team could complete the job on schedule. The clients gave him a hard drive with about 4.2 gigabytes of data still in native file format (Excel, Word, PDF, etc.). They said that they needed to begin reviewing the data 'tomorrow', which happened to be a Saturday.

By midday, we began rolling deliveries of the metadata and extracted text into an Essentials native review database with all of the load files the practice support manager required. The database also contained hyperlinks to the native files. The team at his law firm then culled that data down, and on Sunday afternoon, we began converting the documents on their hit list to TIFF. By first thing Tuesday morning, we had produced approximately 26,000 electronically endorsed TIFF images – all delivered on time and on budget.

This was a great opportunity for the practice support manager to prove himself, as well as for San Francisco Legal to demonstrate our ability to deliver. To this day, we continue to have a strong, trusting relationship with this client and his new firm.



### 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