



san francisco legal | *raising the bar*

Have an out-of-town case – SFL goes the extra mile to make sure you have the support services you require.

While San Francisco Legal may be located in the heart of the financial district, many of our clients have cases that take them outside of the Bay Area. They rely on us to find them the litigation support services they need to meet their remote requirements.

We had a client, for instance, who had a trial in Philadelphia. They gave us a call and asked if we knew of a litigation support firm in that area. While one did not immediately come to mind, our staff had the experience and industry knowledge to find a resource for them. We had one of our account managers pick up the phone and reach out to Philadelphia support firms. She asked some very hard questions, and in the end, was able to provide our client with a solid recommendation on whom they could turn to for support while in the ‘City of Brotherly Love.’

In a few cases, though, we have found that no remote help is available. For example, we spent four weeks helping a client get ready for a trial in Stockton. The client was 95 percent prepared, but anticipated that additional copy or digital work would be needed during trial. We recommended that it would be more efficient if they relied on a local source during trial for immediate support. So, as

we have done before, we went to the phone to do some research on available litigation support firms.

To both San Francisco Legal and our client’s surprise, there were no firms available in the immediate Stockton area. But that did not stop us from providing the help they needed. We knew the law firm was counting on San Francisco Legal and we volunteered to go the extra mile.

While our client was in Stockton, we made ourselves easily and immediately available. Whenever we received a call, the account manager would go to our client’s office in San Francisco to pick up documents and have them copied and labeled. And then we would courier them to Stockton within hours.

We also added items to the client’s database as needed, and provided additional exhibits. This involved a lot of late nights and everything had to be done as quickly as possible, since we were dealing with a two-hour geographic separation. But it all worked out because we were very responsive.

We know that our client appreciated the extra effort, and it was very satisfying to our entire 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