



san francisco legal | raising the bar

Any firm can do a job – why not partner with a firm that takes the time to do your job right the first time?

When our clients entrust a copy project to San Francisco Legal, they know that they have an extra set of eyes on their side making sure that the job is done right.

For instance, we received a call from a client at 6:30 on a Friday evening. They had a ten-volume filing the size of a banker's box that needed to be copied ten-fold, and had to be completed and delivered back to their office by Sunday afternoon.

When we picked up the project, we went over the details with the paralegal and attorney. We were given special instructions for placing exhibit tabs per each slip sheet and velo binding for each volume. When our account manager returned to San Francisco Legal with the box of documents, she reviewed the project again with one of our production managers. Then our AM called it a night – or so she thought.

At 10:30 that evening her phone rang. Our evening production manager had a concern. He noticed that a bates range was missing from the index that accompanied the project. While another firm might have blindly followed the instructions they were given, our team took the extra time to locate the mistakes that would have created a huge headache for our client. San Francisco Legal does not do business by using a guesswork method. We make sure that we get it right the first time. Our team agreed that it would be best to

contact the client in the morning to discuss the appropriate action, since it was already a bit late to call Friday night.

First thing Saturday morning, the production manager found additional mistakes while reviewing the project. It was morning, so we began the process of reaching the paralegal in charge. When we were not able to reach the paralegal, we immediately went up the ladder to the attorney. We left no stone unturned – phone calls, voicemail, e-mail. After we made contact, the attorney arrived on site at San Francisco Legal and began reviewing the documents.

The attorney and paralegal were very pleased that we discovered the discrepancies and had contacted them rather than copying the project as originally instructed. They identified the problems and gave us the revised project, which was still completed on schedule.

The bottom line: Any firm can do a job. But which firm will take the time to do the job right? At San Francisco Legal, we always take the high road. Our client's success – and our reputation – is always on the line.



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