

## **In an information-driven profession,**

### **The right vehicle can make all the difference**

The legal profession is perhaps the epitome of an information-driven business. So it only makes sense that to ensure success and profitability, you are always looking for ways to improve efficiencies in handling information – to speed up the time it takes to make requests, get answers and move information along.

That's why we offer you, in addition to our reporting services, an online office to make information interactions more efficient, while reducing your costs and helping you be more responsive to your own clients. Give your information a performance tune-up with the speedy response of an online office.

### **At a glance**

Having an online office is like having our staff just down the hall, so you can quickly make requests and get answers (including transcripts) whenever you need them wherever you are. It's a 24-hour, 365-days-a-year, worldwide virtual office.

Briefly, your online office includes four areas:

- **Smart online depo requests**, which make online requests easy because you only enter new information; they remember everything else.
- **Depo calendar**, which displays your current and past depo schedule in a searchable format and as a monthly calendar.
- **Billing info**, which includes your payment history, outstanding balances and detailed invoices.
- **Repository**, which contains your downloadable transcripts of completed depositions.

With this kind of immediate access, your information is no longer stuck in traffic, so you can make decisions quicker, respond to client requests faster and get to work sooner. Plus you can minimize miscommunications and out-of-pocket expenses, stay on top of things, and increase your value to your clients.

### **Access information quickly and efficiently**

Since all you need to use your online office is access to the Internet,\* you are not restricted by office hours or location. You have immediate anytime access to your latest information in an easy-to-use environment.

### **Convenient**

Whenever you want, you can use your online office to:

- Send depo requests anytime of day from anywhere you have Internet access. Whether it's your desktop, your laptop or another computer, all you need is Internet Explorer.\* There's nothing extra to install.

- Download transcripts to your laptop when working from home or traveling, instead of bringing along bulky paper copies. Then print them out only when you need a hard copy.
- Get answers about scheduling or invoices when you need them, not only when we're open or when we can send them to you.

### **Current**

Your online office is connected directly to our in-house data, so as soon as something is entered into our system, you can access it online. That includes:

- Your scheduled depositions,
- Your latest payment,
- Any outstanding balances,
- A transcript you ordered.

### **Immediate**

Because your online office is directly connected to our office, it responds quickly. For example:

- As soon as you send in a deposition request, you receive an automatic email acknowledgement — so you know your request went through and we received it.
- You never have to wait for an answer. So, if you're working on a big case and want to check every day to see how many depositions are scheduled on that case, you don't have to call and then wait for us to compile that info and send it to you. You can do a simple search of your online calendar and have your answer immediately.
- If you are waiting for a transcript, you don't have to check your online office to see if it's there yet. As soon as we upload a transcript to your repository, you receive an automatic email that it's there.

### **Easy-to-use**

You don't need any special training to use your online office. Self-explanatory buttons and text fields make it easy to find whatever you're looking for. Plus:

- Month-at-a-glance calendars make it easy to see a month's worth of depositions – or just the depositions for a particular case.
- Online help is available from every screen.
- There's no special application to install or learn – just the latest Internet Explorer browser running on Windows.
- Smart deposition request form eliminates re-keying so you can quickly make requests and minimize typos.

## **Save time and reduce errors**

If you've tried to request depositions online before and stopped because the process was cumbersome and too slow, then you will want to try our smart depo forms. Smart depo forms save you time and reduce errors because:

- They re-use information you entered for a previous depo, so you only enter new information.
- You can send attachments, such as official notices.
- Nothing gets lost in translation, as can happen with phone, fax or email requests.
- You can change or cancel depositions online — even depositions made via phone, fax or email.
- You can create multiple depo requests automatically for recurring requests. Just choose a date range, and the smart form generates requests for every day in the range – excluding Saturdays and Sundays.

## **Stay organized**

Work smarter, not harder, with an online office where your depo calendar, financials and transcripts are all in one location so you can get your hands on them quickly. For example:

- If a case finally goes to trial months after a depo was taken, you don't have to search your office for the transcript or wait for us to compile and send you another copy – just download it from your online office.
- Save space around your office – stop filing paper copies of transcripts or other information that can now reside in your online office. Print out copies only when you need them.
- With our depo calendar, you can check to see if the settings for your requested depositions are correct. You can also check that depositions were cancelled or rescheduled per your request. No last-minute scheduling problems or unexpected billing charges caused by miscommunications about scheduling.

## **Reduce costs**

Improving your efficiency with your own online office will save you money. Just think:

- With fewer paper transcripts, come fewer delivery charges (we are still happy to send you a paper transcript in addition to the online transcript at no extra cost).
- With automatic online availability, you can download transcripts ASAP and reduce rush charges.
- No more long distance calls when you're out of town and just need some answers.
- You don't have to wait for a statement anymore; you can review invoices online and pay them before they become overdue. No more service charges.
- Reduced costs for yourself mean you can pass the savings along to your clients also.

### **Add value to your services**

In addition to reducing the cost of doing business, your online office makes you more responsive to your clients, reducing the time it takes to get answers. But you can also be proactive in meeting the needs of large clients like insurers and corporations by having us set up their own online offices so they can review depo invoices and download transcripts too.

### **Keep info safe and confidential**

If all of this accessibility seems too good to be true, don't worry. We take the security and confidentiality of your information very seriously:

- Your information resides safely on our server, not on your office computer or laptop, so you don't have to worry about adding extra safeguards to your current system.
- Your online office is accessible only by your user ID and password. No one else can access it.

### **No risk, no obligation.**

Take your online office for a test drive today, and if for any reason, you are not satisfied, just call us instead to schedule depositions, answer questions and send copies of transcripts. Because like a car company with different models to suit different personalities, we offer a variety of services to match any firm's requirements.