

When the Client Asks for 24/8, We Deliver

“A local law firm called us to say they needed “24/8” service – we would have less than 24 hours to make copies of very heavy-grade documents in eight over-size banker boxes. They emphasized that this wasn’t a corner-copy-store job, but a very time consuming and complicated project. In addition, the boxes would need to be shipped to us and would not arrive for another few hours. Could we handle it?”

I was sure that we could, so I arranged to meet with the attorney and paralegal who were directly involved with the litigation to discuss the details. After an intense two-hour meeting, I not only knew the details of the case, but also knew exactly how they wanted their various grades of litigation documents to be copied and organized. Because of San Francisco Legal’s reputation, the client trusted me to use my knowledge and expertise to determine the best way to do the job. It made me feel like a trusted partner and part of their team – not a robotic instruction taker.

When the eight boxes arrived at SF Legal, we were ready. Our production staff knew that it was critical to maintain the documents in their original order while we sorted and copied different batches of privileged and non-privileged information. The client was right – this definitely was not a simple run-it-through-the-copier project. There were color copies and oversized documents mixed in with the standard 8-1/2-by-11 black-and-white pages, and there were numerous staples, clips, bindings, folders and tabs within each box.

As always, we were determined to complete the project on schedule and with perfect accuracy. Less than 24 hours later, we couriered three boxes of copies to our client in San Francisco and shipped another five boxes to their co-counsel in Los Angeles – right on target and within the pre-set budget.

After the job was delivered, the client called me to say that they were very impressed. We’d proved our capabilities on a difficult project and earned their loyalty.



In my tenure at San Francisco Legal I've had the opportunity to provide this kind of litigation support to a wide range of clients. Every time we take on a job, I can assure the client that we will meet or exceed expectations. And the San Francisco Legal team has never let me down.”

Cara Stephano | *Account Manager*

