



## Summer 2017 e-Newsletter edition

### President's Message

By: Linda Fifield



STARtech17 in Houston was absolutely amazing. Many thanks to Rosalie Kramm and Kimberley Neeson for putting together an extraordinary convention. The educational seminar topics addressed the concerns of freelance reporters and firm owners alike. I would also be remiss if I didn't thank Stenograph for their contributions and involvement in helping make the convention a great success.

Before every convention, members of the Liaison Committee fly in a day early to meet with Stenograph. Ever wonder how updates in your CAT software and writer come to fruition? This committee goes over your wish list items, and we talk about ways to implement your ideas. Does it affect one individual or a region? Does it impact the industry? Depending on the need, you may see your wish

list item in future updates. Liaison runs like a well-oiled machine headed by Stenograph's software guru Keith McCready and Liaison Chair Peggy Antone.

It was at this meeting that Jeremy Steele, Esq., Stenograph's new president, had an opportunity to meet with a pretty impressive group of techies in the court reporting industry. Our takeaway was that Jeremy was knowledgeable, engaged, and excited to lead Stenograph forward as the leader in court reporting technology. We're looking forward to many years of continued growth with Jeremy at the helm.

Also, a heartfelt thank you to all of the STARtech17 sponsors. The creative thinking by Christine Randall and Sasha Jaquith gave us a new format to increase sponsorship opportunities that highlighted contributing firms. Your generosity helped defray the cost of the convention allowing STAR to have "a breakfast worth getting up for," break goodies, dinner, and the STAR lounge. All of these events provide an opportunity to meet new members, make new friends, mingle with great vendors, and network in a relaxing, fun environment.

Growth. We all need to grow our business. We need to retain our loyal clients, WOW potential clients, and employ certified court reporters who are consummate professionals and who can provide exemplary transcripts and services in a timely manner. For STAR, growth means adding new members to our organization. It surprises many of us when we talk about STAR to colleagues and hear that they've never heard of us. We need your help to promote STAR! Encourage others to become a tech-savvy superSTAR court reporter. If you haven't already, please "Like" the STAR Facebook page. Feel free to share interesting court reporting stories, milestones, and interesting articles. Sharing your posts on the STAR FB page will bring awareness to you and this wonderful organization. Also, remember to use the #STARchatter hashtag so people can find you on Twitter.

The next convention will be STAR's Annual Convention in my hometown, Boston. It is such a beautiful city in the fall! My hope is that you come early and stay late. Headquarters has us situated in the Financial District which is within walking distance to the Public Garden, Faneuil Hall Marketplace, The North End, Chinatown, and the MBTA transit system, so bring your walking shoes. Jan Schmitt, Karen Tyler, and I are busily working on STARcon17's convention seminars. We will not disappoint.

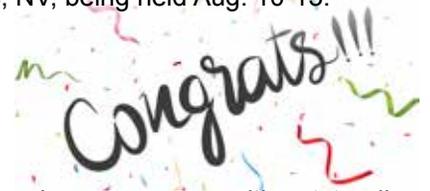
Enjoy the summer and I hope to see you in Boston!

# Congratulations to STAR Members

NCRA has announced the 2017 class of Fellows of the Academy of Professional Reporters. The recipients will be recognized during an Awards Luncheon at the 2017 NCRA Convention & Expo in Las Vegas, NV, being held Aug. 10-13.

Two of the 2017 class of Fellows are STAR Members:

- Jan Ballman, RPR, CMRS, a firm owner in Minneapolis, MN.
- Doreen Sutton, RPR, a firm owner from Scottsdale, AZ.



Fellowship in the Academy of Professional Reporters is a professional distinction conferred upon a person with outstanding and extraordinary qualifications and experience in the field of shorthand reporting. Candidates for Fellows are required to have been in the active practice of reporting for at least 10 years and to have attained distinction as measured by performance (which includes publication of important papers, creative contributions, and service on committees or boards, teaching, and other activities that support the profession).

For more information, please check out the announcement from NCRA at

<http://thejcr.com/2017/04/11/2017-class-of-fellows-of-the-academy-of-professional-reporters-announced/>.



## Takeaway from STARtech17

By: Christine Randall, Editor



As I was in Houston at our last STAR event anticipating this newsletter, I asked some of our STAR members to share some of their takeaways from STARtech17. Lisa Knight said this, "I know some people attend ONLY to learn more about their CAT software. I ALWAYS love attending the Case CATalyst sessions. I've been on this software from the very beginning and yet there is ALWAYS something new I can learn (and use)! It's invaluable - and worth the price of admission just by itself!"

She also enjoyed playing Stenograph Jeopardy. I agree that it was a hoot and a great way to meet others around the table. Who knew that the Luminex has 390 parts and that the first stenography machine was invented by Miles Bartholomew? Well, my table did not know that, but we had fun putting our heads together to come up with the correct answer. "After all," as Lisa Knight said, "it's all about networking and team building at STAR and having fun while we were at it!" I could not agree more. Thank you, Melanie Humphrey-Sonntag, for putting together another creative Stenograph session.

Susan Ingraham said for her it's all about new friends and more than one lesson learned from Cindi Lynch. Although I always attend the business development track at STAR, I always take time to go over the handouts that are available and pass on any great tips to the Wood & Randall reporters. Cindi's handouts, along with all the handouts for a STAR conference, are available to attendees through the Guidebook App.

"What's your story?" "This is today's new catch phrase," says President Linda Fifield. She continues, "Although I still think WIFM --'What's in it for me?' -- is important to keep in mind when marketing to clients, but telling your story to convey an experience or end result works well with today's demographic. Remember, keep your message short and sweet."

Jan Schmitt said that her takeaway from the conference was from speaker Johnny Hyde of Bonfire Effect regarding Digital Marketing. "Your website is your greatest marketing asset. Be sure the content is timely, relevant, useful and engaging." I also remember him saying that the best place to hide a dead body is on Page 2 of a Google search. I wonder how many of us did a Google search of our own firms in that moment.

You may notice as you read through the rest of this edition that there are articles from three court reporting management software vendors: OMTI, RepAgency Works, and Acclaim Legal Solutions. Missy Robert of RepAgency Works and Terry Etl with Acclaim Legal Solutions both demonstrated their products to a very interested audience in Houston. What stood out to me, though, was how many firm owners and reporting management attendees were there to learn and explore new options in management software tools. It seemed to me that this was a hot item and worthy of a few articles for those who could not be in attendance. It also seemed appropriate to reach out to OMTI to ask them for an update since so many of our members use RB8.

I would be remiss if I did not mention that our STAR Liaison Committee once again spent a day with the Stenograph representatives. President Fifield addresses that in more detail in her President's Message, but this group is so important to the reporting profession that I just also wanted to acknowledge and thank them for their continued hard work.

As always, if you have any comments, ideas, or submissions for an upcoming edition, please email me at [christine@woodrandall.com](mailto:christine@woodrandall.com).

# Honey, You're Good

By: Angie Ballman Punton



Who among us doesn't like saving money? I come from a long line of savers and coupon cutters. My sweet grandmother will drive to three grocery stores to find the best deals on produce that week. My mom loves coupons. Frugality is in my genes. Why not save a buck when you can, right? Yes, BUT...not at the expense of convenience for *this* working mama. Luckily for me, the digital age makes saving money on online purchases so much easier. Effortless, really. And that's what I'm all about!



Enter: Honey.

Honey is a free browser extension that automatically finds and applies the best coupon or promo code before you check out during an online purchase. I know, I'd never heard of or used a browser extension before either. I use apps, websites, social media...but browser extensions? Naturally I Googled it: *A browser extension is a plug-in that extends the functionality of a web browser.* This particular web extension, which functions with Chrome, Firefox and Safari, combs the internet to find the best online promo codes for your purchase! In the short amount of time that I've been using Honey, I've saved a substantial chunk of change. For example, I'm a frequent flier on Shutterly.com. They ALWAYS have a promotion going on, but sometimes there are multiple deals at once. Clicking the Honey icon in my browser locates the best deal for the items in my cart without me having to Google or search for multiple codes. I've also saved money at Target,

Carter's and Macy's, to name a few. I use Honey whenever I'm checking out online because there may be a coupon hiding in cyberspace, and Honey will find it. It will also allow you to stack and combine multiple offers, if the retailer allows it.

As with other honeys, there are other perks to this one as well. As you may know, Amazon doesn't have coupon codes for their site. However, oftentimes there are two of the same items listed at different prices. Honey will automatically find for you the item with the best deal on Amazon. Isn't that awesome?! They also offer cash bonuses for shopping at certain places as well as a rewards program. I haven't taken advantage of these features yet, but I assure you I will.

So how do you get Honey, you ask? Well, the good news is, it's EASY! Open one of the aforementioned browsers and go to [joinhoney.com](http://joinhoney.com). You can sign up with Facebook or email (I chose email), and it walks you through the very brief steps, and you're up and running in no time.

While there are countless tricks and life hacks out there, it's impossible to apply all of them. I found Honey to be simple and well-worth the two-minute set-up to keep some extra money in my pocket. My bet is you will too!

# Talk Steno to Me

By: Donna Urlaub



As I'm closing in—not out—on 48 years of reporting, and still writing every day, I continue to be amazed at what I used to write in multiple strokes. Yes, people are talking faster, and it's the everyday, commonly used words for which we need to find a shorter way.

Here's a list of words for which I write the second or middle or last stroke, but either way, I write it in one. Maybe all of these don't "speak to you," but a few of them just might!

advocate	VOEKT	advocacy	VOEKS
category	GOER	attitude	TAOUD
algorithm	GRIFM	method	THOD
environment	VAOEURMT	item	TEM
beyond	YONG	develop(ment)	VEP(MT)
criteria	KRA	criterion	KRON
activity	TIFT	strategy	STRAJ
valley	VAEL	imagine	MAJ
angle	GEL	ankle	KEL
display	SPLAI	attribute	TRIBT
eventually	WAEL	allow(d)	LOU(D) (loud LO*UD)
occur	KER	occurrence	KERNS
impeach	PAEFP	impeachment	PAEFMT
unique	NAOEK	involve(d)	VOF(D)
ingredient	GRAENT	surveillance	VAILS

citizen	ZEN	magazine	ZAOEN
discrepancy	SKREP	aspect	SPAECT
official	FOIRB	officially	FOIRBL
appropriate	PROEPT	expertise	SPRAOETS
perspective	PREKT	process	PROEFS
honest	HOFT	honesty/ly	HOFT/HOFL

## Introducing the [www.stenograph.com](http://www.stenograph.com) Students Section

By: Rose Durec, Stenograph Education Specialist

In an effort to provide better support and additional resources to students and those individuals researching a possible career in the industry, Stenograph recently launched a new and improved Students section on its website. Given the current gap between supply and demand for qualified captioners, CART providers, and Court Reporters, our focus on students and potential entrants into this field is more important than ever.



In the new Students section (<http://www.stenograph.com>), there is now a drop-down menu with the following four categories.

1. Writer & Software
2. Careers in Steno
3. Educational Programs
4. Resources

The Education Programs section will continue to evolve and will include not only traditional Court Reporting schools but also those related to the field, such as captioning and scoping programs, as well as practice programs.

## Introducing Monthly Payments for Edge and Endurance

By: James Kuta, Stenograph Product Manager



You've probably heard by now that Edge for CATalyst (Edge) is the new name for a Stenograph Technical Support plan, and that Endurance for Writers (Endurance) is the new name for a Stenograph Writer Protection plan. What you may not know is that you now have the choice of monthly payments for Edge and Endurance.

The monthly payment plans were created based on the feedback Stenograph received from the Court Reporting community. The community wanted two things: the ability to spread out the Edge and Endurance plan prices over time and to not need to remember when it was time to renew. Based on that feedback, Stenograph created a monthly payment option that breaks the 1-year Edge and Endurance plan into 12 payments with an auto renewal each following year.

If you currently have an Edge or Endurance plan, you'll have the option of selecting monthly payments during your next renewal. When you receive the Edge or Endurance renewal reminder e-mail from Stenograph, just click the link to go to your online renewal page and select the monthly payment option.

Even without a current Edge or Endurance plan, you can use monthly payments to get back on a plan. Just give Stenograph a call at (800) 323-4247 to sign up for monthly payments.

With monthly payments, upgrading to Version 18, using Cloud Backup to protect your precious CATalyst files, and protecting yourself from the high costs of writer repair has never been more affordable. Visit [www.stenograph.com](http://www.stenograph.com) to learn more about monthly payments.

# In Pursuit of the Fruit

By: Missy Robert, Business Development Manager, RepAgencyWorks Court Reporting Management Software

*“Why not go out on a limb? It’s where the fruit is.” Mark Twain*

By now, you’ve probably all heard some version of the adage “If you don’t know what you’re doing, **ACT** like it until you do.” I’ve relied on that maxim over the years more than I care to admit. Truth is even the most confident, intelligent, rational human beings are sometimes afraid to stick their neck out. Change can be scary. It makes us vulnerable, and certainly no one enjoys the prospect of being hurt or making the wrong decision.

When a challenge arises or we’re entertaining the thought of trying something new, we generally do our best to be well informed before taking action. We read, we research, we click on website after website, post and podcast to learn more and be prepared. For the most part, that’s an excellent strategy, but if I could go back in time I’d probably teach myself to take action earlier. It’s often easier to keep researching.... pretending you’re getting closer to your goal, when, in fact, you may just be wasting precious time.

Let’s face it, in one form or another, the end goal in business is basically the same for every industry: more TIME and more MONEY. More time for ourselves, more time with our families, and more money to do the things we want. By taking action, by reaching out on that limb for the fruit, you could have your plan in place and already be on your way to bigger, better things.

Time and time again our new clients say, “Why didn’t we do this sooner?” At RepAgencyWorks, we’ve done the research and we have all the tools in place to help your agency prosper, giving YOU the time and freedom to do **what** you want, **when** you want.

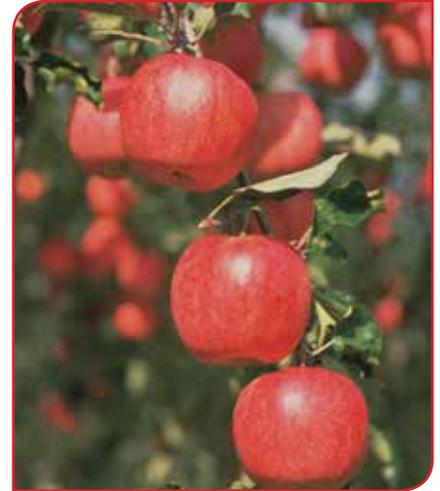
RepAgencyWorks is a complete web-based court reporting management software designed to handle all your scheduling, calendar, client management, production, document storage, invoicing, payroll and much more from *anywhere* with no additional software. There’s nothing to download and no limit to the number of users or computers that can log in at the same time. Whether you’re a one-man-show or have hundreds on staff, everything is included to more effectively manage your agency.

RepAgencyWorks is, by far, the most economical and user-friendly software of its kind, and in most cases we can transfer data from your existing system so there’s no recreating the wheel. Our customer support team has been touted “truly top notch,” “beyond comparison” and “unmatched”!

Still hesitant to go out on the limb? We offer a 100% completely free 30-day trial account with no obligation, credit card requirement or risk to you whatsoever.

The fruit is out there for the picking. All you have to do is reach for it! Let **RepAgencyWorks Court Reporting Management Software** be the strong, secure branch you and your agency rely upon in your “pursuit of the fruit”!

For more information about RepAgencyWorks Court Reporting Management Software, contact Missy Robert at 205-490-2988 ([missy@repagencyworks.com](mailto:missy@repagencyworks.com)) or call our corporate office at 1-800-416-8775. Visit [www.repagencyworks.com](http://www.repagencyworks.com), our Facebook page or You Tube channel for promotional, client testimonials and helpful instructional videos.



## RB8 Cloud

By: Ted Yoo and Nancy Martin

**OMTI’s latest version of ReporterBase simplifies your business practices while adding security and reducing costs**

### **Keep your feet on the ground & your head in the clouds**

You’ve heard this expression before, but OMTI wants you to think about it a little differently in regards to your court reporting business. While “feet on the ground” generally means “be practical,” and “head in the clouds” means “think big” (maybe even unrealistically so), we think that moving your business to the cloud with RB8 Cloud is the practical way to run and grow your business.

## ‘What is RB8 Cloud?’

RB8 Cloud is the same RB8 system our clients have used for years for their scheduling, billing, production, resource management, and more. The main difference is that instead of having it in-house, it’s on Microsoft Azure’s Cloud Services. This network of remote servers stores, manages, and processes RB data in an environment that is always up and always on — no more worries about server crashes. In fact, Microsoft guarantees 99.95% uptime.<sup>1</sup>

More than 66% of Fortune 500 companies rely on Azure, including 3M, GE Healthcare, Mazda, McKesson, and NBC Sports. In addition to superior uptime, Microsoft has dedicated resources and processes to guarantee the security and privacy of data on Azure, including HIPAA certification and following international standards for privacy controls in the cloud.<sup>2</sup>

### ‘The monthly subscription sounds expensive...’

RB8 Cloud is available by subscription only, like our other option, RB8 Subscribe which is not in the cloud. The monthly subscription for RB8 Cloud is more than for RB8 Subscribe because it includes:

- Server hardware and software
- Better-than-backup solution
- 100GB of repository storage (additional storage available as needed)

For existing RB users, switching to RB8 Cloud means that they no longer have to pay for these third-party expenses or the IT staff that handles these areas. RB8 Cloud reduces overhead costs, eliminates back-up errors, and offers better security, easier updates and less downtime.

For others, RB8 Cloud means they can quickly set up their comprehensive business management system without large cash outlays for servers, additional software, or IT contracts. They also eliminate the expense of maintaining the system. And the monthly RB8 Cloud contract means they can add or subtract users and additional services as needed, or cancel the whole thing at anytime and they won’t be stuck with expensive equipment, unneeded software or IT commitments.

## Benefits of RB8 Cloud

RB8 Cloud is the practical solution to the technical problems of running a court reporting business, especially if your interest lies in court reporting, or people management — or anywhere else but the nitty-gritty responsibilities of the technical side of things.

### Never buy another server

In-house servers should be replaced every 3–5 years, because most in-house servers start to lose their ability to adapt to increasing workloads after four years.<sup>3</sup> Plus in-house systems need up-to-date SQL Server software and other required third-party software, which means regular upgrade purchases. In addition to the expense of new server hardware and software, every time an agency replaces in-house server, they must also pay OMTI to move their RB8 Server software.

But with RB8 Cloud, the RB Server resides on Microsoft Azure’s cloud platform, so the court reporting agency never has to buy their own server again. All of these expenses — including the IT expense involved in this major project — are eliminated.

### Reduce overhead costs

Eliminating new server hardware and software purchases is only the beginning of cost savings. Switching to RB8 Cloud saves an agency money in three areas over time:

- **Direct costs**, such as on-going expenses for electricity to power the server, HVAC to maintain the proper environment in the server room, even the server room itself or other dedicated spaces, such as for the agency’s file repository.
- **Indirect costs**, such as IT staff to maintain all of that third-party hardware, troubleshooting its problems, fixing software bugs and coordinating with OMTI Support.
- **Hidden costs**, such as low productivity due to server downtime or remote connection problems.

And if you think that instead of RB8 Cloud, an agency could host RB8 Subscribe on a third-party cloud to save money, then we recommend they crunch the numbers before making that commitment. To duplicate our set-up of two secure machines, each running their own copy of SQL Server 2014 Enterprise Edition, plus RB8 Cloud would cost over \$80,000/year.<sup>4</sup>

If the court reporting agency decided to go smaller, it still adds up: going to a reputable cloud hosting service, such as Rackspace, means installing their own SQL Server and RB8 Subscribe. The Rackspace cost alone can easily total over \$20,000/year. If they want security with that, they have to add 25% to their monthly Rackspace expense.<sup>5</sup>

RB8 Cloud includes all of that and starts at \$3,000/year for one license and 100GB of repository storage. Additional users are \$60/month each, and additional repository storage is \$50/month/500GB.<sup>6</sup>

### Next version of RB is included

What happens with other office management software that you purchase when an upgrade comes out? You have to buy the upgrade. But with RB8 Cloud, instead of having to come up with a large lump sum at once to upgrade, the next version is included in the monthly subscription.

The next upgrade of RB will not be available for purchase, so the only way to get it will be to subscribe to RB.

## Eliminate backup errors

No matter what back-up solution you use for your court reporting business, it cannot be better than Microsoft Azure's AlwaysOn Availability Groups.<sup>7</sup> In fact, we have many horror stories of clients losing important job, case, and client data because their back-up system failed. RB8 Cloud can save your business with its better-than-backup solution.

Forget about backing up data or repository files with RB8 Cloud. Instead, data is duplicated on multiple servers in real time. If the active server should go down, another server takes over with no loss of data. This is better than a backup system which only saves data up to a certain time — anything entered since the last backup is lost. Azure's AlwaysOn Availability also eliminates the downtime involved in restoring data from the backup.

Repository files are equally secure. Copies of each file are stored on servers in different locations. Azure Geo-Redundant Storage replicates each file three times in one region, then replicates it again three times in a secondary region hundreds of miles away. For example, if an agency's files are stored in the western United States, they are also duplicated to servers in the eastern U.S.<sup>8</sup>

## Better security

Who do you think can protect data better? An individual court reporting agency, or a multinational technology company that has dedicated substantial resources and made a public commitment to guarantee the security and privacy of data on its cloud services?

RB8 Cloud is on Microsoft Azure's Cloud Services, which offers us enterprise-grade SLAs on services, 24/7 tech support, and round-the-clock service health monitoring. Microsoft knows that many companies are wary of working from the cloud, so they are a leader in cloud security and data privacy. They were the first cloud provider recognized by the European Union's data protection authorities for their commitment to EU privacy laws, and the first major cloud provider to adopt the new international cloud privacy standard, ISO 27018.<sup>2</sup>

This makes RB8 Cloud more secure than an in-house system in many ways. One way is open port security: If an agency's staff or reporters log in remotely without a secure connection, the agency does not need to keep the well-known default SQL port open; nor do they need to keep any custom ports open for RB Repository downloads.

## Same RB system

Existing RB users don't have to worry about a learning curve with RB8 Cloud, or missing features. RB8 is the same program whether you have it in-house or in the cloud. And like RB8 Subscribe, standard support is included in RB8 Cloud.

To be precise, there are two differences between RB8 Cloud and RB8 Subscribe:

- **Agencies that have RB Web online offices for their clients and reporters** find that web pages load faster because their RB8 SQL Server resides next to the Web Server in the cloud so information is relayed quicker.
- **Agencies that create their own custom reports** find that they will not work with RB8 Cloud due to security issues with directly connecting to RB databases in the cloud. Instead, OMTI can write any custom reports from RB for agencies.

## Easier updates

Agencies using RB8 Cloud don't have to worry about RB8 system updates because the version in the cloud is always the latest. RB8 Server update installations are eliminated; agencies only need to install automatic workstation updates, which is done through a simple wizard on each user's desktop PC or laptop.

## Less downtime

Server crashes are a serious cause of downtime, which translates to lost productivity and possibly lost business. Because when your site is down, your data is unavailable. RB8 Cloud removes that threat by putting the RB8 server on Azure's Cloud Services. Microsoft guarantees 99.95% uptime on Azure, which works out to at most 44 minutes of downtime/month.<sup>1</sup>

Another downtime cause can be network connection problems. If an agency's network connections are not stable, their remote users might encounter problems logging into RB8. RB8 Cloud solves this problem because it's just an internet connection, not a connection to an in-house network.

On top of server and network issues, waiting for a technician to help deal with any of this can translate into significant downtime before IT shows up and resolves things. With RB8 Cloud, there's no server to maintain, so there's no wait for a tech anymore.

## Still up in the air about RB8 Cloud?

OMTI knows how critical your business management software is to your business. After all, we have been providing specialized software to the court reporting industry since 1985. There are 100s of court reporting agencies that rely on RB and have for years, some since the beginning.

We continue to develop and implement new technologies that benefit this unique industry. For example, RB Web online and mobile offices for your clients and reporters makes it easy for them to interact with your office, including paying invoices online for access to transcripts and files (no more deadbeat clients) and automated job turn-in (saving both you and your reporters time and money).

RB8 Cloud is the latest innovation from OMTI, simplifying court reporting business management while saving on overhead and increasing data security. RB8 Cloud users never have to buy or maintain server hardware and software, do not need IT help with their business management system, never have to back up job data or case files, nor do they need to worry about system security or updates — all while providing their clients and reporters with the same great ReporterBase service as the rest of our RB users, whether they are a large national corporation or a one-person shop.

The commitment to use RB8 Cloud is minimal: There is no long-term contract, only a monthly subscription that you can add or subtract user licenses from at any time — or cancel at any time with no on-going financial obligation. The same set-up applies to the included file repository: the first 100GB of storage are included in the monthly subscription, and users can add or subtract storage capacity as needed.

### Interested in learning more about RB8 Cloud?

Please visit our website ([omti.com](http://omti.com)) for more information about RB8 Cloud and for contact information for OMTI, developers of ReporterBase firm software for court reporting and other legal support companies.

### Footnotes

1. [https://azure.microsoft.com/en-us/support/legal/sla/cloud-services/v1\\_2/](https://azure.microsoft.com/en-us/support/legal/sla/cloud-services/v1_2/)
2. <https://azure.microsoft.com/en-us/case-studies/>
3. <http://www.sherweb.com/blog/total-cost-of-ownership-of-servers-iaas-vs-on-premise/>
4. <https://blog.serverdensity.com/cloud-pricing-vs-dedicated-pricing-cheaper/> and <https://www.directdeals.com/Microsoft-SQL-Server-2014-Enterprise---4-Core-License---Unlimited-Clients--OLP/SA/7JQ-00255-144CS.htm>
5. <http://fortune.com/2015/09/29/rackspace-manage-your-security/>
6. <https://www.omti.com/rb/products/pricing-guide.html>
7. <https://msdn.microsoft.com/en-us/library/hh510230.aspx>
8. <https://docs.microsoft.com/en-us/azure/storage/storage-redundancy#geo-redundant-storage>

## How to Act Like a Mega Firm

By: Terry Etl, President, Acclaim Legal Solutions, LLC

Technology in the court reporting office has changed so much over the past 20 years. From DOS, to Windows and now the web and cloud. How can you keep up and how do you know what's right for you? Most of the software in the market is inflexible because it was built for a specific firm and hasn't changed (or looks like it hasn't) in 10 years. The pain of moving all of your data to a new system is something you only want to do once so pick wisely. These are all great questions and concerns that we've helped with as users have upgraded over the past 17 years.

While these are big questions we can walk you through, the key to your future is having flexible software that your office, reporters, and client understand and love. That's why we focus on "customer-centric design" where all of our input at Acclaim Legal Solutions comes from our clients. We have premier firms around the world that give us input on what's needed to run an office efficiently and compete at a high level. So it's flexible to cover firms in various regions and specialties and it's relevant to your daily needs. We focus on your providers and clients as well in the design for the portals and integrations. Reporters, attorneys and paralegals tell us the software feels like it was built just for them. No other portal in the market was designed for the end-user the way ServiceLink is. This focus has given us the tag line **"Simply remarkable software you'll swear was built just for you. Because it is."**



Free mobile view of the portal for providers

Imagine for a moment a day-in-the-life of a firm user on Acclaim Solaria and ServiceLink. Your paralegal or attorney request a deposition through their intuitive portal. Artificial intelligence allows you to find the perfect resources for the job. They check in when they get to the job and check out from their phone when they are done so you can provide amazing customer service and plan for incoming work. Resources are automatically reminded of outstanding work and easily work through the worksheet to submit it to the office. Production efficiently produces the files through YesLaw and pushes them with the invoices back to the clients. Clients can download the files in bulk for the case when it goes to trial and pay for their invoices securely online. Yes, it is really that easy to stay on top of an office with cutting edge technology and processes!

Efficient, elegant, affordable, and focused 100% on you. When you look at a solution you need to know it has everything you want and will be with you for many years to come. Don't start out with something that's already outdated or behind the times. Decide today that you want to be among the premier firms in the nation with something you are proud to put in front of your reporters and clients. [www.AcclaimLegal.com](http://www.AcclaimLegal.com) or [Sales@AcclaimLegal.com](mailto:Sales@AcclaimLegal.com) for more details or your private demo.



The portal view for your clients and paralegals. Elegant, easy-to-use, and focused on what they want from your office.