

Offloading Transcription From Court Reporters

Client Profile: A national legal support services firm with offices from coast to coast serving law firms, insurance companies, and major corporations.

Challenge: Even with substantial scale, the clients' in-house court reporting resources struggled to satisfy growing client demand for depositions. Their objective was to offload ancillary court reporter responsibilities and scale their business.

Approach: The decision was made to offload transcription efforts from the court reporters. By relieving court reporters from these responsibilities, AQuity's legal transcription team enabled the client to scale deposition volumes and meet their customer growth objectives. By working closely with the court reporter team to ensure all quality and formatting expectations were met, the AQuity team enabled their court reporters to focus on taking the deposition and only serve as editors of the resulting transcribed reports, quickly reviewing and certifying the documents for a more efficient and cost-effective workflow.

Results: AQuity's legal transcription team helped the client:

- Scale their business by increasing the volume of depositions taken by their existing court reporter team
- Achieve higher quality benchmarks and lower turnaround times for transcriptions at a fraction of the cost compared to using court reporters as transcriptionists
- Successfully expand their team of court reporters through easier recruiting of new staff into roles that allowed them to focus on court reporting
- Expand into previously unserved geographic markets with their increased court reporter talent pool and improved workflow efficiencies

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Success Story