

# Customer Spotlight: A Chicago-based court reporting firm

verbit<sup>v</sup>

## In a Nutshell

A Chicago-based court reporting firm has been contracted for transcription work with the City of Chicago for nearly two years. The company handles state agency hearings for the Illinois Commerce Commission and fact-finding interviews for the Civilian Police Accountability Board. This court reporting firm began doing digital electronic reporting in July 2019 due to the shortage of trained personnel available to service legal proceedings and costly processes. Now, they're sending almost all of their digital reporters' work to Verbit and receiving reliable, accurate transcripts within 3-4 days. They're meeting client expectations and saving significant time, as Verbit's customization and formatting capabilities have eliminated manual, inefficient tasks.

## The Challenge

The court reporting firm was encountering more work than they had court reporters. Their primary focus was supported by stenographic reporters, however, there is a shortage of them in the Chicago market to cover all their work. Their videographer was covering jobs and then having a court reporter transcribe it, but it wasn't efficient and was expensive for the client. They needed a digital solution to provide their court reporters with some relief, but one that was reliable, accurate and customizable to their unique needs.

The court reporting firm is an independently owned business based out of Chicago. The court reporting firm has a contract with the City of Chicago and produces work for the Civilian Police Accountability Board and the Illinois Commerce Commission. The company works with law firms to understand their needs and deliver secure electronic transcripts with linked exhibits. Clients are provided with the ability to schedule court reporters online and view completed work on their personal calendar. Utilizing new technology is the cornerstone of its business model.

**“The industry is continuing to struggle with trying to replace the stenographic reporters that are retiring; they're not coming out of school fast enough. Something has to give. I think Verbit does an awesome job with doing the transcription work, so it's a valuable partner to us, and letting us continue to cover the work because the work is still there. It's growing. I mean, I don't see the legal industry slowing down at all!”**

**-Vice President & Videographer**

”

## The Solution

Verbit provided the court reporting firm with 'extra hands on deck' to quickly generate transcriptions with its AI-based tools. The technology is fact checked by Verbit's team of professional transcribers for guaranteed accuracy. The court reporting firm has been able to reliably meet client timelines with Verbit's secured 4-day turnaround time. Verbit also provided the flexibility the court reporting firm needed with templating and line formatting to make for a seamless process. The partnership is helping this court reporting firm lean on digital tools to meet its clients' growing needs and scale its business with the ability to take on more work. Verbit offered:

- **A reliable alternative:** Accurate transcripts to meet important government body transcription needs and account for a reduced stenographic workforce
- **Automation:** Significant reduction of manual tasks to ease the transcription process
- **Quick turnaround time:** Delivery of final transcripts within days to help meet client expectations and timelines
- **Customization & guidance:** A dedicated team to address the company's unique needs

**"We have had a contract for transcription work with the City of Chicago for nearly two years, and Verbit's been helping us with that. It's been a really smooth process. The transcriptions come back very clean."**

**-Vice President & Videographer**

”

## The Results

### ✓ Significant time saved

"By having Verbit do the transcription, we're saving 2-3 days worth of work per person, and one of our stenographers having to do it."

### ✓ A partner who delivers

"After interviewing and working with several different options, we decided to give Verbit a try and we were really happy with the way everything worked, so we got a contract and we've been working with them since then."

### ✓ Customized template capabilities

"We were able to step a template up and [Verbit was] able to handle that without a problem, so it's all seamless for us. We send them the output. We upload the files and we pick the profile, and the templates are all there."

### ✓ Meeting all deadlines

"We're running four day turnaround time on transcription. It's never been late, not once. It's always been four days or less."

verbit<sup>Y</sup>