

# When It Had to Happen in an Hour

EXCHANGING PANIC FOR PEACE - THAT'S THE VERITEXT CONSULTATIVE CASE MANAGER DIFFERENCE.



## THE CHALLENGE

*With just over an hour until a deposition was set to begin, a paralegal realized she had never actually booked the event.*

*The proceeding required: an in-person court reporter, videographer, and Spanish interpreter, along with Realtime reporting, a same-day rough draft, and a next-day final transcript.*

*She contacted her Veritext Case Manager, Alexia Sharp, in a panic. There was no margin for error, and no time to spare.*



## OUR SOLUTION

*Recognizing the urgency, Alexia immediately coordinated with the Veritext scheduling team to mobilize resources.*

*They quickly verified availability, confirmed all vendors, and arranged for them to arrive at the deposition location within the hour.*

*Despite the last-minute circumstances, the deposition started on time without any disruptions.*



## THE RESULT

*What could have derailed a critical legal proceeding became a non-event for the client.*

*Through rapid response coordination, clear communication, teamwork, and calm under pressure, Veritext transformed an eleventh-hour crisis into a seamless experience.*



## THE CASE MANAGER

**ALEXIA SHARP**

**NOTABLE CASES MANAGED:**  
*Astroworld, Strand vs. Tanner Horner*

*"One of my clients (a senior paralegal) with a large firm based in Houston, TX often tells me that I make her **job easier** and that our **communication feels effortless**.*

*Hearing that kind of feedback means a lot to me; it reinforces that the extra effort to stay proactive, responsive, and personable truly makes a difference in the client experience and it's what sets Veritext apart!"*