



REMOTE DEPOSITIONS

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VERITEXT

As people become increasingly more comfortable with technology and incorporating it into their daily lives, we have seen the number of remote depositions utilizing virtual setups, such as Veritext Virtual, increase dramatically. The use of video chat programs like Skype, FaceTime, Google Hangouts, and Facebook Video Calling in our personal lives has made the use of web-based video conferencing in a professional setting (with increased security measures) much more palatable. Whether your deposition is across town or across the world, virtual depositions are a viable option when your physical attendance in the deposition room is not mandatory.

There are many scenarios in which you may want to attend a deposition remotely. The most obvious of which is saving of time and money. Those savings can translate into your ability to improve client services, increase productivity, and increase billable hours. Oftentimes we don't realize the amount of time that goes into packing, travel to and from the airport or train station, standing in lines, security, not to mention weather conditions or delays. Attending depositions remotely allows individuals to improve practice efficiency, minimizing down time and allowing firms to bill clients for legal work rather than travel time and expenses. Remote attendance using Veritext Virtual may never take the place of a face-to-face deposition for an important fact witness or expert, but it can be a part of your toolkit for ancillary witnesses, short depositions, or when you simply can't travel.

Not only can you attend depositions remotely using Veritext Virtual, but also this tool can be used to supplement attendance. While one lawyer is onsite, other lawyers, experts, or witnesses can participate by remote attendance as long as all attendees note their appearances for the court reporter to put in the record. In addition, supplemental attendees have the ability to ask or answer questions or otherwise assist the lawyer who is on site, or just monitor from afar. Supplemental attendees can even choose whether or not they want to be seen on the Veritext Virtual screen or just listen to the proceedings.

What to Expect of Your Remote Deposition

The logistics of a virtual deposition are pretty simple. The witness and court reporter will be at the deposition site along with any other attorneys or participants that will be in attendance. A laptop with a webcam (internal or external) and an Internet connection is required to transmit the video feed. A link to the secure virtual conference room and log in credentials is provided

via email before the deposition. With a few quick keystrokes, the live feed from the deposition site is transmitted. There is also a conference call component to provide the highest quality of audio transmission. Any and all remote participants can log in to view the virtual deposition.

Keeping Your Remote Deposition Secure

Security is of utmost importance when conducting or attending a remote deposition. Utilizing a secure, reliable web-conferencing platform will ensure that the proceedings will remain confidential and be HIPAA compliant. Unlike the free web-chat tools designed for personal use, Veritext Virtual utilizes a dedicated virtual conference room and single sign-on for each event. Security attacks in this arena typically involve an unauthorized user or "sniffing" or "eavesdropping" on user information while the data is in transit. Veritext Virtual utilizes 256-bit SSL/TLS to create a more secure end-to-end connection and to encrypt all communications between the server and all connected users. Not only is this connection secure, but also it is extremely user friendly. Users can access a Veritext Virtual session using only a web browser (PC or Mac) and are able to avoid complicated downloads and installations.

Sharing Documents During Your Remote Deposition

As use of virtual deposition tools increases, the list of features that Veritext Virtual can provide grows as well. In addition to the ability to see and even question the witness remotely, you can also share documents, make annotations, and attach documents as exhibits to the transcript. Potential exhibits can be pre-loaded into the document share tool and when you're ready to show other deposition participants, a few clicks will have the document up on their screens. Uploading documents on the fly is as easy as attaching a document to an email. You can use any available annotation tools to draw attention to, highlight or digitally stamp, specific areas of the document and even delegate control of the annotation tool to your witness or other participants. Annotated documents can be saved as new documents. Once the deposition is complete, all marked exhibits will be attached to your transcript just like paper copies. Gone are the days of sending paper copies overnight to the remote location or emailing documents to the court reporter ahead of time and relying on others. Remote document sharing allows you to maintain control of the documents you will introduce on the record until you are ready to make them public.

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ON THE RECORD

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Canon and the law firm are improving how the office uses the records management software as well. The firm offers specialized training on the system. We advise which individuals might need the training and support the law office's secretaries with hands-on help when required.

The Results

Highlights of our successful partnership with the law firm include:

- Cost savings achieved through improved shipping/receiving of records for offsite storage
- Reduction in space devoted to physical files
- Aggressive service level agreements resulting in a performance accuracy rate of 99.89 percent for file creation and delivery
- Restored trust in the law office's records department by the attorneys, paralegals, and secretaries
- Elimination of redundant processes and improved accountability
- Full utilization of the firm's records management software and scanning technology, ensuring that records are accounted for as part of daily operations and business continuity/disaster preparedness plans
- Improved speed in locating files, reducing the risk of non-compliance with court-ordered discovery requests.

About Canon Business Process Services

Canon Business Process Services, Inc. provides managed services and technology that enable law firms and other organizations to improve operational efficiency while reducing risk and cost. Our experts apply quality management principles and tools such as Six Sigma® to advance performance to a higher level. We offer services including records and information management, print, mail, eDiscovery, imaging, and BPO. CBPS is an IAOP Global Outsourcing 100 Leader in 2014 for the eighth consecutive year and provides outsourced document management and electronic discovery services to 43 of the Am Law 100 firms including 10 of the top 20 firms. Based in New York City, Canon Business Process Services is a wholly owned subsidiary of Canon U.S.A., Inc. Learn more at www.cbps.canon.com.

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Realtime Transcript Streaming with Annotation Features

Another valuable tool available through Veritext Virtual is realtime transcript streaming. As the deposition testimony unfolds, participants can receive a live feed of the transcript directly from the court reporter. With the text scrolling on the screen, participants have the ability to search for keywords, highlight text, bookmark important pieces of testimony and even apply issue codes to testimony in real time. A rough draft of the transcript can be saved with or without annotations at any time. Realtime transcript streaming can be displayed and annotated simultaneously with video and remote exhibit presentation giving users a complete remote deposition experience in one browser window.

Chat with Other Participants

The chat functionality incorporated into the virtual conference room allows participants to hold private side conversations with other participants or publicly with all attendees. This can be a much more effective way to communicate with other remote participants than sending emails or text messages back and forth while on the record. It is important to know the difference between public and private chat so this feature can be tested with the tech team before using it the first time.

One of the greatest features of Veritext Virtual is that it is fully customizable. You decide on the components that you would like to use for your remote deposition and your virtual conference room will be set up with those components. If you like to read the streaming text in Arial instead of Tahoma, you can easily set your preferences. Any and all of the Veritext Virtual features can be combined to provide you with the virtual conference room that fits your needs.

About Veritext

To learn more about remote depositions and the Veritext Virtual tool visit: www.veritext.com/veritext-virtual. Veritext is a full-service court reporting company and the leader in deposition and litigation support solutions. For law firms and corporations, the company provides comprehensive national coverage, skilled court reporters, advanced technology, and unmatched client service. Veritext solutions utilize the latest easy-to-use technologies that streamline the deposition process, enhance delivery flexibility, and reliably handle the most complex cases. Proprietary video, mobile and remote services combined with unmatched security, including HIPAA and PII compliance, ensure that Veritext's clients have the best tools available and the confidence of working with the market leader. For more information, go to www.veritext.com or email information@veritext.com.

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