

## Case Study— Litigation Solutions

Am Law 100® firm saves money and adds capabilities by switching to LexisNexis® TextMap® transcript management software.

### Seyfarth Shaw LLP

#### Overview

**Locations:** Atlanta, Boston, Chicago, Houston, Los Angeles, New York, Sacramento, San Francisco, Washington, D.C., and London.

**Industry:** Legal services in practice areas including bankruptcy, benefits, compensation, commercial litigation, health care, intellectual property, labor and employment, real estate, tax and more.

**Customer Profile:** Seyfarth Shaw LLP, a global Am Law 100® firm, has been serving clients since 1945. The firm began with three attorneys and today has more than 750. Its clients include more than 300 of the Fortune 500® companies.

**Business Situation:** The firm sought an alternative to West Case Notebook® (retooled version of West® LiveNote™).

**Solution:** Seyfarth selected LexisNexis® TextMap® transcript management software, known for ease of use and hassle-free implementation.

#### Benefits:

##### Cost savings

- TextMap is less expensive than LiveNote, which is now embedded in West Case Notebook.
- Firm says upgrade to a competing West solution would have cost 43% more.

##### Ease of conversion and use

- After easy data conversion, the firm fully deployed TextMap to users in a few hours.
- Intuitive navigation is similar to that of familiar CaseMap® software.

##### More users and capabilities

- The firm has added licenses.
- Expanded features enable users to embed exhibits into PDF reports, link issues, use color-coded annotation and more.

**Product Summary:** TextMap software creates a searchable database of your electronic transcripts. Just upload a transcript, and you can easily search, summarize, annotate, issue-code and attach notes to important passages of your case testimony.

TextMap also makes it easy to produce a variety of practical, polished reports and generate a single index covering multiple transcripts.

Seyfarth Shaw LLP provides coordinated, high-quality legal representation in a global economy. The firm has developed a structured approach to team-based collaboration—both internal and client-facing—to control legal costs, provide efficient and proactive legal service, and ensure that the firm’s solutions fit client needs. The firm received several top rankings in the *Financial Times U.S. Innovative Lawyers Report 2011*, including “Stand Out” (highest honors) for its innovative SeyfarthLean client-service model.

### Business situation

To manage deposition transcripts, Seyfarth had relied on West® LiveNote™. But the available features changed once LiveNote was embedded in West Case Notebook®. That development, along with the firm’s emphasis on value, prompted a fresh look at the latest software.

“We used LiveNote for years, but we found that it just didn’t provide us with the functionality that the users wanted,” says National Litigation Support Manager Lori G. Chavez. The firm investigated what an upgrade would cost to get the additional desired features. Looking at the data, decision makers realized the West® upgrade would be cost-prohibitive.

What other viable option rose to the top? “CaseMap® is widely used at the firm,” Chavez says. “Through that relationship with LexisNexis, we had heard about TextMap®.”

Chavez attended a TextMap software demo along with Seyfarth National Litigation Support Trainer/Analyst Kathleen T. McGarrigle. “TextMap had everything we were looking for in a tool,” Chavez says, “but we were also impressed to find that it had features we didn’t know existed, which we thought our users would like.” For example, TextMap offered the ability to print a transcript with the embedded exhibits.

After seeing the demo and the more affordable price, Chavez and McGarrigle were leaning toward TextMap software. They convened a focus group of the firm’s LiveNote power users, who agreed that TextMap offered the functionality the firm was looking for. It was then a matter of switching everyone over.

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–Kathleen T. McGarrigle  
National Litigation Support Trainer/Analyst  
Seyfarth Shaw LLP

*“I ran the numbers not long ago, and we would have paid about 43 percent more with LiveNote for the features we now have with TextMap.”*

–Lori G. Chavez  
National Litigation Support Manager  
Seyfarth Shaw LLP

## Migrating to a new solution

When the firm migrated to TextMap, LexisNexis had not yet developed its conversion tool for LiveNote. Chavez and McGarrigle knew that converting the firm would be a manual process, but they were surprised to find the technical conversion itself to be easy.

Firm leaders informed users several months in advance that LiveNote would no longer be available and that all cases had to be converted prior to the subscription end date. McGarrigle put together quick reference guides for exporting from LiveNote and importing to TextMap. And the litigation support team assisted users who had questions.

It was as easy as exporting in Portable Case Format (PCF) file from LiveNote, right into TextMap,” McGarrigle says. “We pushed it out on a Friday evening and it was fully deployed to our users within a few hours.”

Chavez added that with automation developed since the time of the firm’s conversion, “I understand you now have a great new tool that can automate the process of migrating your data.”

With the newer, automated approach, firms can convert as many cases as they desire in a batch. The tool transfers all information and issues, including the colors, annotations and any associated attachments, videos synced to transcripts and exhibit links.

## Benefits

### Cost savings

“As someone who manages a budget within the firm, it was appealing that TextMap cost less,” Chavez says. “In addition, we got more for what we were paying. I ran the numbers not long ago, and we would have paid about 43 percent more with LiveNote for the features we now have with TextMap.”

### Reporting

TextMap reporting provides helpful insights. “The reports that you can run on issues across transcripts have been very popular,” says McGarrigle, “and we’ve been using issues for trial designations. Being able to print the transcripts with the color-coded designations is immensely helpful.”

The firm can impress clients with TextMap reports. McGarrigle says, “Being able to print a transcript with the embedded exhibits has far surpassed even the attorneys’ expectations. The fact that we can provide a client with a PDF of a transcript with embedded exhibits is impressive.”

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### **Ease of use, convenient features**

“I have to say that it is a really intuitive piece of software,” McGarrigle says. “It’s similar to CaseMap software (which we’re big fans of here).” Chavez adds, “It’s easy to use, which made it an easy sell to our users.”

What features stand out? “The word index, because it indexes across all transcripts,” says McGarrigle. “The keyword search is easy to use and easily accessible from the left-hand menu. And the case teams just love the fact that we can link exhibits in house with Exhibit Linker.”

Chavez is pleased that TextMap software requires no tokens for realtime transcript feeds and provides tools for designations, word indexes, searching across transcripts, synchronized video and exhibit linking. She says, “Being able to have all of those features in one package has been great for our users.”

### **Strong response to change and a listening ear**

“We’ve seen a phenomenal response,” Chavez states. “We now have more users of TextMap than we had of LiveNote. Because of this and the increased functionality, we now have a stronger, larger user base than we had before.”

“This is also worth mentioning,” Chavez says. “We feel like the TextMap development and support teams are available to us. They listen to our feature enhancement requests. And these really do get baked into the software in future releases, which has been important to us.”

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