

PRESSURE-TESTED, COURT-PROVEN

How Steno's Purpose-Built Tech
Tackles Complex Cases



CUSTOMER STORY

Litigation Consultant Greg McCullough searches for a legal technology partner that can keep up with his most complex cases.

"The partner who's helping you with the deposition should help to take away the distractions—so you can execute the mission of the deposition, rather than being a hindrance."

- GREG McCULLOUGH

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The Search For A Platform That Can Keep Up

Independent litigation consultant Greg McCullough has worked alongside plaintiff attorneys on virtually every major wildfire case of the last decade, managing exhibits and supporting depositions for some of the country's largest and most complex **mass tort litigations**.

His cases often involve hundreds of law firms, thousands of plaintiffs, and large corporate defendants. McCullough needs a technology partner that can keep up—and adapt when necessary.

This was particularly apparent when COVID shut down in-person depositions. McCullough was in the middle of the Thomas Fire litigation, with **roughly a hundred depositions** still needed before a **fast-approaching trial**.

Certain details related to the case made it particularly difficult to find an appropriate legal tech vendor. McCullough was part of a team that started searching for a technology partner that could meet the needs of the case.

Why Steno Connect Works For Complex Litigation

McCullough and team evaluated multiple platforms, and found that most of them either required software installation or couldn't handle the structural demands of complex, multi-party litigation.

But with Steno Connect, McCullough found a solution that checked all the right boxes:



Flexible Access

Steno Connect runs as a native Zoom App, but a browser-based web app is also available—meaning it met the defense's demand for a download-free option.



Custom Exhibit Numbering

Steno Connect could uniquely accommodate the witness-prefix system McCullough's team uses to ensure that parallel depositions never compete for exhibit numbers.



Real-Time Exhibit Access For All Participants

Once an exhibit is introduced, everyone in the room sees it instantly. And participants who log on at any point can see the full record of what's been introduced. No logging out and losing everything prior.



Participant Capacity That Matches Mass Tort Reality

Steno Connect had a higher base capacity than most competitors, seamlessly hosting depositions with up to 300 participants—and the capability to add even more.

More Than A Product—A Partnership

The Steno team is dedicated to capturing and incorporating feedback from customers like McCullough who use the platform every day.

- 🌿 **Annotation tools:** Steno created a full annotation toolbar (lines, boxes, circles) for real-world courtroom use—in addition to the freehand tool already available. McCullough appreciated this update because it means that during depositions, he can concentrate on marking exhibits correctly instead of drawing a perfect circle.
- 🌿 **Image quality:** Steno identified backend hosting settings that could be optimized, and upgraded the experience so remote participants now see a truer, clearer image. Our product team also upgraded zoom capability on images to 600x-800x. This is critical for wildfire cases that often involve photographs—distant power lines, burned terrain, and equipment in the field.
- 🌿 **Exhibit naming conventions:** For cases that produce thousands of exhibits—like McCullough’s wildfire cases—Steno adopted and refined a logical naming system that included relevant exhibit information instead of a vague job number. It’s now the standard Steno offers to all clients.
- 🌿 **Live calendar:** PDF calendars become outdated within hours. Steno's live, updating Google Sheet calendar solves that, complete with calculated delivery timelines for transcripts and exhibits that account for weekends and holidays. It's now a foundational Steno offering, and for McCullough, one less thing to chase down in the middle of a complex case.

"It helps me to know that we're more of partners than just a vendor and a customer. So that means that if there's something that would help me to do my job better, they actually want to hear what I have to say."

- GREG McCULLOUGH

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What Real Customer Service Looks Like

Feature lists only cover part of McCullough's partnership with Steno.

During a deposition that lasted from 9 AM to 9 PM, McCullough's team member who was running exhibits needed to leave for another commitment. Since the deposition couldn't stop, they broke for just long enough to load a monitor, large battery pack, and laptop into the back of a van—and kept the deposition going.

Nobody on the deposition knew anything was different—except the Steno tech who quickly and quietly stepped in when the internet dropped out during the ride. She was able to keep the exhibit on screen and testimony moving so that the handoff back to McCullough's team was seamless when the connection came back.

"Rather than 'I'm not here to put up exhibits'—the job needed to get done. Steno made that possible."

- GREG McCULLOUGH

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Reliable Day-to-Day Support

McCullough's experience with Steno's exceptional customer service extends into the day-to-day, too. He's particularly impressed with the support the scheduling and coordination team provides—working with attorneys, interfacing with court reporters, and keeping the operational side of things running. If there's a problem, they'll handle it.

And on the production side, an often-overlooked feature makes Steno stand out: the team's consistent, clean exhibit stamps that make McCullough's job easier.

"It's one thing to say, here's our corporate values. But it's another thing to actually live that, and give the employees the support that they need to be able to support that. I have the comfort of knowing if I refer somebody over to Steno...I can have the confidence that they're going to get treated well."

- GREG McCULLOUGH

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"Steno is a partner you can work with without having to worry about all the extra shenanigans. You're going to get a clear, consistent product at the end of the day that you can literally take to court."

- GREG McCULLOUGH

READY FOR LITIGATION SUPPORT
THAT GOES ABOVE AND BEYOND?
CONTACT STENO TODAY!

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