



PEACE OF MIND IN HIGH-STAKES *depositions*

Steno's Concierge Service Difference

CUSTOMER STORY

Defense attorney Angela Powell describes how Steno's concierge service and exhibit management transformed her remote deposition practice.

Steno.com





"*Steno* has been able to provide services that make our jobs as lawyers and for our staff a lot easier."

—Angela M. Powell | Jones Mayer

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01 The COVID

Remote Deposition Challenge

As a partner at Jones Mayer, Angela M. Powell represents law enforcement officers and agencies in civil rights litigation. For over a decade, that meant in-person depositions where she controlled every element.

"Before COVID, our court reporting needs were very different, because they were all in person," Powell said. "Everyone came to the deposition, you had 3 sets of your exhibits. It was just very different than now."

When the pandemic forced the shift to remote depositions, Powell faced new challenges: uploading exhibits, playing body camera video remotely, and managing technical failures during testimony.

The technical side added stress. "Transitioning to remote deposition became challenging, especially for lawyers who grew up doing them in person," she said. "That's a whole other part that lawyers don't want to worry about, because most lawyers aren't technical."

02 Steno Connect for Zoom

Solving Exhibit Management

Powell's biggest anxiety? Exhibit management. When she discovered Steno at an American Board of Trial Advocates (ABOTA) function, she found the company had built a solution specifically for this problem.

"Believe it or not, [exhibit management] is challenging for lawyers who aren't used to it. You're already thinking about your deposition. The last thing you want to worry about is, am I going to be able to upload this exhibit? Are they all going to be able to see it?"

This is particularly true for the body camera footage she deals with in police cases. "Am I showing it? Are they gonna be able to see it? Are they going to be able to hear it? You never want to look bad in front of the other side."

StenoConnect for Zoom allows attorneys to pre-upload exhibits the day before their deposition. For first-time users, a Steno Technology Assistant provides a personalized walkthrough of the app's features to ensure everything is set up correctly before going on the record.

"One of the selling points for me was how easy Steno made it, having someone work with the lawyer beforehand in terms of making it easier to upload exhibits."

—Angela M. Powell | Jones Mayer

She uses it before every deposition: "I usually do it the day before, and that has helped. Being able to work out any kinks so it looks seamless when I start my deposition."

03 Concierge Service

Beyond Court Reporting

According to Powell, what truly sets Steno apart is their concierge service, including live support during depositions that goes beyond traditional court reporting.

"Usually, most other court reporting agencies don't have anyone other than the court reporter there, and they're not able to help us with our exhibits. That's not their function,"

— Angela M. Powell | Jones Mayer

White Glove Tech Support

Immediate, Reliable Assistance



Dedicated Support

Steno's white glove tech support provides assistance separate from the court reporter, with response times averaging under 15 minutes.



Real-Time Solutions

During depositions, attorneys have direct access to an on-call tech support line. A Steno Technology Assistant can join the call immediately if issues arise.

This matters because attorneys face enormous stress during depositions. "There's so much that's going on in your mind, and then having to play the video, play the audio," Powell said. "Is it going to work? Is there going to be someone available to help me?"

04 The Relationship

Difference

Powell has introduced Steno to colleagues at multiple firms. What makes them stick? Steno builds relationships with the entire legal team. This matters because attorneys aren't booking court reporters.

"The Steno team came out and did an in-person presentation at my firm," she said. "Lawyers don't book court reporters. I tell my assistant, hey, I need to take a deposition. Sometimes I won't remember, and she sees, oh, I've got a deposition scheduled for Angela, I need to get a court reporter."

Law firm support staff appreciates that Steno takes the time to build relationships with them.

"They love working with Steno, and they know, all right, that's our go-to court reporting agency."

— Angela M. Powell | Jones Mayer

Legal work operates under intense deadlines. "My office has had to reach out and try to get a court reporter in less than 24 hours," she said. "Lawyers work under a crunch a lot of times, driven by deadlines we don't control. So having people who are willing to work with us and understanding that is important."

The Result



service and support you can rely on

"Not having to wonder, is someone gonna respond to my email in a timely manner? Powell said. They've been able to provide services that make our jobs as lawyers and for our staff a lot easier. When I'm stressed, I push that on to my assistant. Having a third party work with us is very helpful."

Steno

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