



## Case Study

## Challenge

To overcome age-old obstacles to effective court reporting and improve the litigation process to support successful case resolution.

## Solution

- VidyoRouter™
- VidyoPortal™
- VidyoGateway™
- VidyoMobile™
- VidyoDesktop™
- VidyoLines™



## Modernizing the Litigation Process for Faster Case Resolution



Today's lawyers grapple with variables beyond their control that can hamper effective litigation. Among these variables, the logistics and recording of depositions, arbitrations and mediations can be complicated, time-consuming and expensive, but a fast-growing Philadelphia company aims to change all that.

## Key Results

Telepresence quality interactions and content sharing for credible depositions

Connect participants at any location using everyday devices and IP networks

Reduce time and travel costs and process delays for depositions

NextGen Reporting is modernizing the litigation process with court reporting services that address the need among attorneys, corporate counsel and claims professionals for quality, flexibility and efficiency in court reporting and litigation workflow, particularly in depositions.

According to company CEO David Noteware, Esq., "We took a step back and designed a court reporting company as if there were no legacy constraints at all. We identified all the points of friction and process-engineered the entire deposition process to avoid that friction."

"Video conferencing was central to our strategy," said Noteware, "so we looked at everything from low-end tools to telepresence rooms. Our research led us to Cenero, a knowledgeable service provider that introduced us to Vidyo and showed us how we could deliver exceptional quality, efficiency and security, while keeping the technology transparent to the end user."

As an established Vidyo Conferencing Service Provider, Cenero provides NextGen with Auralink, a full-featured deployment of Vidyo as a Service, as well as proven expertise and support. "With NextGen's legal services industry expertise and our customizable Vidyo CSP model, we're providing an end-to-end video conferencing solution for remote depositions that's helping transform the litigation process for the better," said Michael Cosgrave, Senior Director for Auralink.

### Nothing Gets Lost in Translation

"The litigation process generates big, static documents during depositions, but a court reporter cannot report on non-verbal information," said Noteware. "If a witness is nervous, evasive or belligerent, it doesn't become part of the written record. Vidyo captures all the non-verbal cues, the gestures, body language and eye contact, with telepresence quality. It's a powerful tool that carries a lot of weight in courtrooms, and in settlements."

According to Barry Cohen, Esq., a partner with Royer Cooper Cohen and Braunfeld, "In a recent case, we wanted to depose a former Soviet space technologist living outside of Moscow and far from any conference facility. The prospect of a long-distance phone deposition through an interpreter wasn't promising. NextGen Reporting set up their Vidyo-powered solution within 24 hours, and we recorded an in-person deposition that carried the day for our case. The recorded testimony was far more compelling than if we'd been forced to read excerpts from a transcript."

NextGen Reporting uses VidyoReplay to record remote video depositions over the Internet, and stores the recordings in a secure web-based repository. Clients can review stored videos, transcripts and exhibits later through the VidyoDesktop app and any standard browser. Recordings include interactions and content sharing. The repository offers search and annotation and other conveniences with significant time and cost savings for the clients.

*"The Vidyo platform has become an integral part of our service offering because it delivers exceptional quality, efficiency and security, while keeping the technology behind video conferencing transparent to the end user."*

David Noteware, founder and CEO

#### Improving Time to Resolution

The Vidyo platform gives NextGen Reporting the flexibility to serve clients without wasting time setting up and tearing down expensive custom-built rooms or special-purpose equipment. "We don't have to mandate the supporting technology; our clients can tell us what they want. Vidyo is the common denominator and the rest is theirs to choose," said Jason Primuth, the company's Executive Vice President. The Vidyo platform's software-based architecture dynamically optimizes video streams to the capabilities of each endpoint device and network conditions, ensuring life-like video quality. It can be integrated with existing equipment through VidyoGateway, and it provides secure firewall traversal.

"Some of our clients connect using the VidyoMobile app on their iPad or Android tablets," said Primuth. "They don't necessarily need a computer on hand. We can use clients' devices at the office, in transit, or wherever they need to connect from



for depositions. Having access to Vidyo software apps for mobile and desktop devices, streamlines and accelerates everything from scheduling to final resolution."

#### Reaping the Rewards of Modernization

"Our decision to build our court reporting services on a Vidyo platform helps us provide our clients with opportunities for significant direct and indirect cost savings," said Primuth. "They save thousands of dollars in air, hotel and cab costs when depositions can be done remotely. Indirect cost savings come through more informed decision-making. When our clients can watch live or recorded depositions they have more telling information to work with, which aids their decision-making process."

"One recent insurance industry client was in arbitration, reviewing a recorded deposition, when their claims team had an 'aha moment'," said Primuth. "The deposition convinced them to change their approach, and rather than go to trial as planned, they settled that afternoon. If they'd only had access to text, they would have felt the need to conduct more depositions and go to trial. They estimated their cost savings at \$60,000."

In another case, the plaintiff, defendant, lawyers and court reporter were located in three different states. "Rather than struggling to schedule a two-day window when everyone could meet virtually, we were able to quickly connect all of the parties for an ad hoc video conference with no travel involved. We took a two-hour block of time and completed a remote deposition over the Internet. Our client reached resolution 10 months sooner than would otherwise have been possible. The insurance company was able to take the loss reserve off their books rather than holding that reserve for months on end. The plaintiff received his settlement that much faster, and the attorneys were able to move on to next case. This is the kind of benefit scenario we are achieving for our clients by using Vidyo."

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