

# Silicon Valley Law Group

## Civil law firm increases client satisfaction and improves attorney productivity with Adobe Acrobat, Acrobat Messenger, and Adobe PDF

### PROFILE

- A civil practice law firm representing clients in the high technology industry in both transactional matters and complex commercial litigation including intellectual property, real estate, and employment and labor law
- Employees: 47
- Location: San Jose and Santa Cruz, California
- [www.svlg.com](http://www.svlg.com)

### BENEFITS SUMMARY

- Acrobat and Adobe PDF enable faster, easier submission of case documents to courts and allow more time for preparing case documents.
- With electronic documents in Adobe PDF, attorneys can find documents such as evidence within minutes versus hours.
- By sending files to clients in Adobe PDF, SVLG has improved client service.
- Clients can open and review legal documents, regardless of their hardware or software.
- SVLG's legal documents retain their exact formatting when converted to Adobe PDF.
- Acrobat Messenger is fast and easy to use, ensuring that documents are quickly converted to Adobe PDF files.
- Acrobat Messenger offers a number of flexible document delivery options.
- By converting documents to compact, searchable Adobe PDF files, SVLG consumes less disk space and doesn't waste time looking for paper documents.

Like most legal departments, the litigation team at Silicon Valley Law Group (SVLG) toils under an avalanche of paper. Complex commercial litigation typically involves massive amounts of document discovery, and traditional court proceedings are only now slowly moving away from paper processes. To find better, more efficient ways of sharing and storing information, the SVLG litigation team turned to Adobe Acrobat and Acrobat Messenger software and Adobe PDF (Portable Document Format). The result: the group has streamlined its operations while improving client and court communications.

At SVLG, a firm specializing in the legal needs of high technology companies and complex litigation, the ultimate aim is to give attorneys everything they need to do their jobs electronically. "By moving to Acrobat and Adobe PDF files, our attorneys can focus on what they do best—legal work—instead of spending time searching for documents or waiting for file clerks to find the right files in cabinets," explains Rob Vantress, a shareholder and senior litigator for SVLG.

### More time to prepare documents

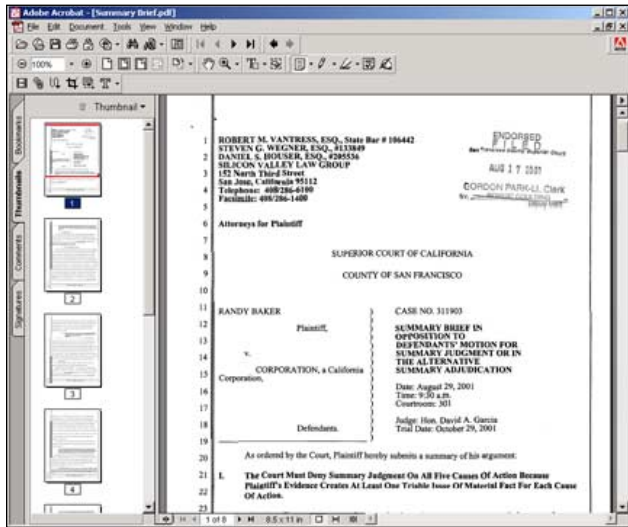
A major benefit of the move to Acrobat and Adobe PDF files is the ability to file case documents electronically with the federal district court of California. Previously, SVLG hired couriers or faxed documents to the court, which resulted in significant expense or potential confidentiality, legibility, or other issues associated with faxing documents.

With Acrobat and Adobe PDF, case documents reach the court electronically in seconds, and the cost of courier services and fax problems are eliminated. Another major advantage is that SVLG now has more hours to prepare documents for submission. Documents filed on paper must arrive at the court offices by 4 P.M., while electronic documents in Adobe PDF can arrive as late as 11:59 P.M. to qualify for submission that day.

Says Vantress, "Our practice involves cases in many other jurisdictions, and it's easy to receive and file papers in these courts with the necessary security protections by sending files in Adobe PDF."

### Improved client responsiveness

The move to Acrobat and Adobe PDF files has also improved client communications. Legal documents can be converted to Adobe PDF and distributed instantly to clients, so SVLG can avoid delays associated with regular mail and problems that can occur with faxes. By sending documents as platform- and application-independent Adobe PDF files, SVLG ensures that clients can open and review the documents, regardless of their hardware or software. The Adobe PDF files always retain the correct layout and formatting when presented onscreen or printed. Clients can review and return documents electronically using the commenting tools in Acrobat.



**Acrobat and Adobe PDF enable SVLG to submit documents to the courts electronically, leaving more time for preparing case materials. Acrobat Messenger also allows paper documents to be quickly converted to Adobe PDF files, which retain the integrity of the originals, an important factor for legal documents.**

promptly scanned into the system. Administrative assistants or file clerks log in at one of several Acrobat Messenger workstations and scan the necessary pages. After they preview the documents, the newly created files are then archived in a document management system that attorneys and others at the firm can access from their desktops.

By converting documents to compact, searchable Adobe PDF files, SVLG consumes less disk space than with TIFF files and doesn't have to waste time looking for paper documents.

Acrobat Messenger also gives attorneys a host of flexible options for delivering documents. Instead of attaching Adobe PDF files to every e-mail, attorneys can send e-mails with Web links to documents. Recipients can click the links to bring up the documents in Adobe PDF, eliminating redundant copies and saving time and disk space.

#### **Managing large, document-intensive litigation**

Together with Acrobat and Adobe PDF, Acrobat Messenger is enabling SVLG to more efficiently manage large, document-intensive litigation. "Finding documents was a major chore," says Vantress. "Now, instead of having attorneys spend time looking for documents, they can sit down and find it within seconds on the computer. For us and our clients, that's a major step up in efficiency."

"In terms of client satisfaction, our move to Acrobat and Adobe PDF is immeasurable," says Vantress. "We can send materials out the moment they are ready, resulting in a huge leap in responsiveness."

#### **Fast, easy conversion to Adobe PDF**

Files generated internally at SVLG can be managed from start to finish electronically, but the firm must still handle massive amounts of paper documents, such as evidence. Previously, evidence was scanned into SVLG's system as TIFF files, which were large and could not be searched—a major drawback for quickly finding documents. The old way of scanning documents was also time-consuming, meaning that important documents were not always brought into the system quickly. The firm needed a better, faster way to scan and index documents within its document management system.

Systems integrator Baker+Cadence implemented a solution that employs Acrobat Messenger to convert paper documents related to litigation to Adobe PDF files. Acrobat Messenger is easy to use, and at SVLG it is coupled with a fast scanner capable of handling 25 pages per minute. The combination ensures that important documents are

#### **TOOLBOX**

Adobe Acrobat  
Adobe Acrobat Messenger  
Microsoft Word  
WordPerfect

Fujitsu 4097D scanner  
Intel® Pentium® based PCs  
Microsoft® Windows NT® server

*"By moving to Acrobat and Adobe PDF files, our attorneys can focus on what they do best—legal work—instead of spending time searching for documents."*

*Rob Vantress  
Shareholder and senior litigator  
Silicon Valley Law Group*

