



# Service and Support: Seamless Experience



Our clients choose our litigation support for a reason, and “why” is a bit more complex than any single transcript, conference room, or exhibit. At the end of the day, you can count on us—the individuals of Huseby—to provide service and support that goes above and beyond delivering the basics. That’s the Huseby way.

Here is what a few of your fellow litigators and their teams have to say about what Huseby can do for you:

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## Quick

Huseby’s process is backed by years of boots-in-the-trenches experience. This means our team is quick to assist, and able to meet your needs swiftly.

*“Huseby is the best at being able to get court reporters for us. I just shoot them an email and they are very quick to get back to you!” – Legal Assistant, Engles, Ketcham, Olson*

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## Responsive

24/7 Huseby support means there is always someone you can reach out to and receive a prompt reply—that way, you know someone is “on it.”

*“You guys are by far the BEST with communication, sending links quickly, responding so swiftly to all of my emails, precise timing with sending transcripts, and my list could go on and on!” – Paralegal, Wilkes & McHugh*

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## Personalized

Our concierge approach means service is individualized, local, and hands-on. We will get you the right person for the right job, and make sure your care is tailored to your needs—every time.

*“Your team was awesome! We are going to make sure we let everyone in the firm (and beyond!) know what great and personalized service we are receiving.” – Partner, Smith Currie*





## Service and Support: Careful Exhibit Handling



Whether your depositions are in-person, remote or a combination of the two, our team takes essential steps to ensure your exhibits are handled with care from start to finish; pre-deposition, production and delivery. Here is what you can expect:

### *Pre-Deposition Exhibit Support*

Need help getting exhibits to the right place? Prior to your deposition, send your exhibits to your local scheduler via [calendar@huseby.com](mailto:calendar@huseby.com) and we will take care of the rest! By providing your exhibits ahead of time, the court reporter will be prepared to mark the exhibits accordingly as they are presented on the record. Should you need hard copies, we will ensure that the court reporter and witness have them in-hand prior to the deposition.

### *Quality Assurance*

Our experienced Exhibits Team carefully looks over each exhibit page or file and properly prepares them for your electronic transcript. From ensuring proper page orientation and adding text recognition for keyword searching, to linking each exhibit to your electronic transcript, we make sure your exhibit files are polished to your specs. When your final transcript is ready, our Quality Assurance Team meticulously *double-checks* the exhibits to ensure precision and accuracy.

### *Huseby eDelivery*

Huseby eDelivery is a seamless, secure, transcript and exhibit delivery system that allows for your transcripts and exhibits to be delivered to your email simultaneously and in your preferred formats. Your exhibits are encrypted both when stored and in-transit. Furthermore, our processes and procedures are designed to comply with HIPAA security standards, so you have the peace of mind that your confidential documents are safe and secure.

For more helpful tips & insights, visit your Remote Deposition Resource Library at [www.huseby.com/remote-depositions](http://www.huseby.com/remote-depositions) or the Huseby Journal at [www.huseby.com/blog](http://www.huseby.com/blog).



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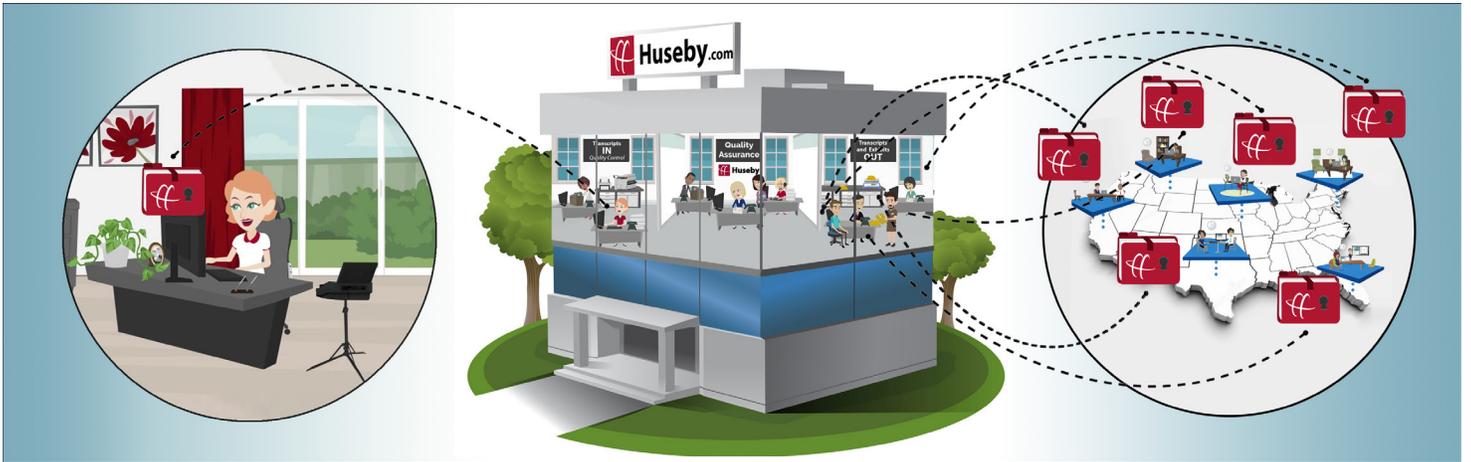
(800) 333-2082



[info@huseby.com](mailto:info@huseby.com)



# Service and Support: Timely Transcript Delivery



Huseby's system of processing transcripts has been designed, honed, and sharpened over decades of practice. The result is a polished system – where our teams in the trenches are supported by expert office staff, together working to ensure that your transcripts are timely, just the way you need them.

Here's how the magic happens:

## *Experienced Court Reporters*

We have the highest quality court reporters, many of whom you see every day and have been with us for decades. The result: they know the needs of our clients and often anticipate those needs – swiftly and accurately. We can always count on them to submit transcripts right on time.

## *Seamless Production Process*

When transcripts come to us from the reporters, our entire production team has dedicated people working on your individual transcripts to turn them around quickly. Huseby's Quality Control and Quality Assurance teams are a well-oiled machine with streamlined processes to ensure your transcripts are delivered on-time.

## *Huseby's Proprietary Technology*

With Huseby eDelivery, your transcripts and exhibits are securely stored and delivered together right to your email for your convenience. Our team simultaneously uploads your case files to your individual Web Resource Center account, so you can access your files anytime, any place.

For more helpful tips & insights, visit your Remote Deposition Resource Library at [www.huseby.com/remote-depositions](http://www.huseby.com/remote-depositions) or the Huseby Journal at [www.huseby.com/blog](http://www.huseby.com/blog).



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