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Corporate Programs

Case Study for Consolidation of Deposition Services

Company Objective

Our client, a medical liability insurance company with a unique perspective on healthcare, specializes in services for hospitals, ambulatory care centers and physicians. As an admitted carrier in 16 states and a surplus carrier in another 12 states, our client is responsible for managing a significant volume of litigation spanning multiple jurisdictions which is often highly technical in nature. Our client recognized the need to better manage legal support expenses and was looking for a way to reduce their litigation spend and streamline their outside counsel's litigation support vendors, without compromising the quality of these services.

Key Challenge

The process of selecting court reporting services has traditionally been at the law firm's discretion. As these selections are primarily conducted on an ad hoc basis, they are often more costly and can disallow a corporation the ability to leverage economies of scale. Our client was seeking to control and reduce costs associated with litigation, centralize their purchasing decisions and ensure consistent service quality.

Vendor Review and Selection

After extensive market research, our client selected several regional and national litigation support vendors for participation in a formal review process. Our client developed an RFP that placed an emphasis on pricing, service level commitments and technology. Ten firms were invited to participate in the RFP process. After careful review and considered by our client's panel of in house counsel and risk managers, Esquire Corporate Solutions was selected as their preferred national vendor.

Implementation

Esquire's proven implementation process required minimal involvement from our client's personnel. After receipt of a counsel list and a letter of notification to outside counsel, Esquire distributed implementation packages containing detailed scheduling instructions and contact information, contacted and met primary law firms to address expectations and scheduled introductory webinars to familiarize law firms and staff with the online scheduling and calendar technology.

RESULTS

As a result of implementing Esquire's solution, our client saves an estimated 25% on court reporting expenditures from the fees they were paying prior to the Esquire relationship. In addition to significant cost savings, our client has also realized additional advantages through their Esquire relationship including:

- **Consolidated Billing** – reduced transactional expenses associated with processing invoices for multiple firms; access to customized and electronic billing; improved ability to measure and track deposition expenses.
- **Improved Efficiencies** – searchable, secure online repository for aggregating and sharing depositions; access to comprehensive reports on every deposition, broken out by law firm, case number, claim number, deposition date, deponent name and invoice amount.
- **Management Tools** – transparency into deposition activity of outside counsel via customizable reports and dashboards; ability to forecast and budget; predictive modeling
- **Quality and Consistency** – industry specific terminology shared globally with reporters; centralized production ensures receipt of consistent work product; ability to receive defined service level commitments and best practices on a national scope.