Making Sense

Disrupting the legal industry

Remote Legal is New York's leader in stenographic court reporting. This company combines modern technology and expert remote court reporters with traditional legal processes to provide what is needed to conduct an efficient remote proceeding that mirrors the in-person experience.

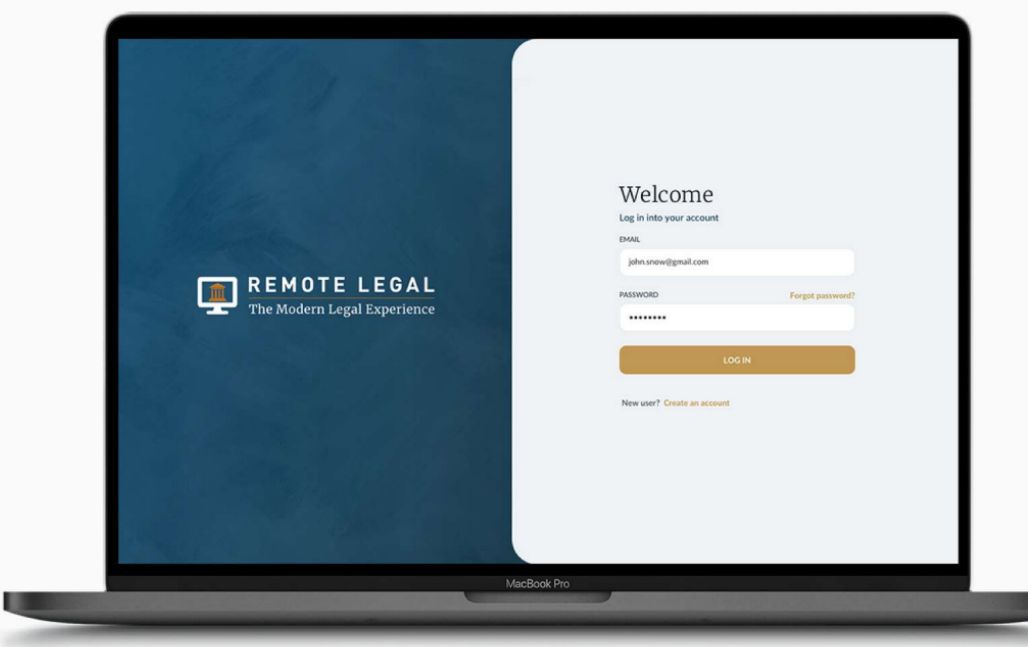
100%
Business Transformation

30%
Faster to set-up a deposition

1 to 50
Nationwide Reach

COVID-19 hit against the depositions industry business models and changed the way cases are handled.

After receiving Private Equity investment, we partnered Remote Legal under the goal of converting them into a full tech-enabled company. It means creating a new value proposition that brings into the game more market share and revenue and maximizes the company's growth.



Turning point

The legal industry has a reputation for being traditional and paper-based. So when COVID-19 struck, Remote Legal faced a critical moment, they needed to modernize in order to:

- Keep its position in the market.
- Bring new business opportunities.
- Offer a new way of doing business in the legal industry.

Working closely with investors and the Remote Legal team, together envisioned a cloud-based solution that will both, improve operational efficiency and create a completely new value for the end-users.

Accelerating value creation

Time is crucial. Remote Legal was in front of a unique opportunity of changing the rules and stand out in a very traditional industry and generates great investment returns. Our team was there for aligning business goals with a clear product strategy, and together we throve.

A whirlwind of workshops

In practice, how did we get insights from our partners? The goal of building a product from scratch can seem daunting at first. That's why we use a workshop format to cover all our bases. We schedule a series of workshops with our partners in order to tease out their business and product priorities. Each workshop is intended to open discussions and get everybody on the same page. Some typical workshop topics include:

- Discovering a new value proposition
- Defining success and KPIs
- Product Roadmap
- Experience mapping
- Persona documentation
- User flows

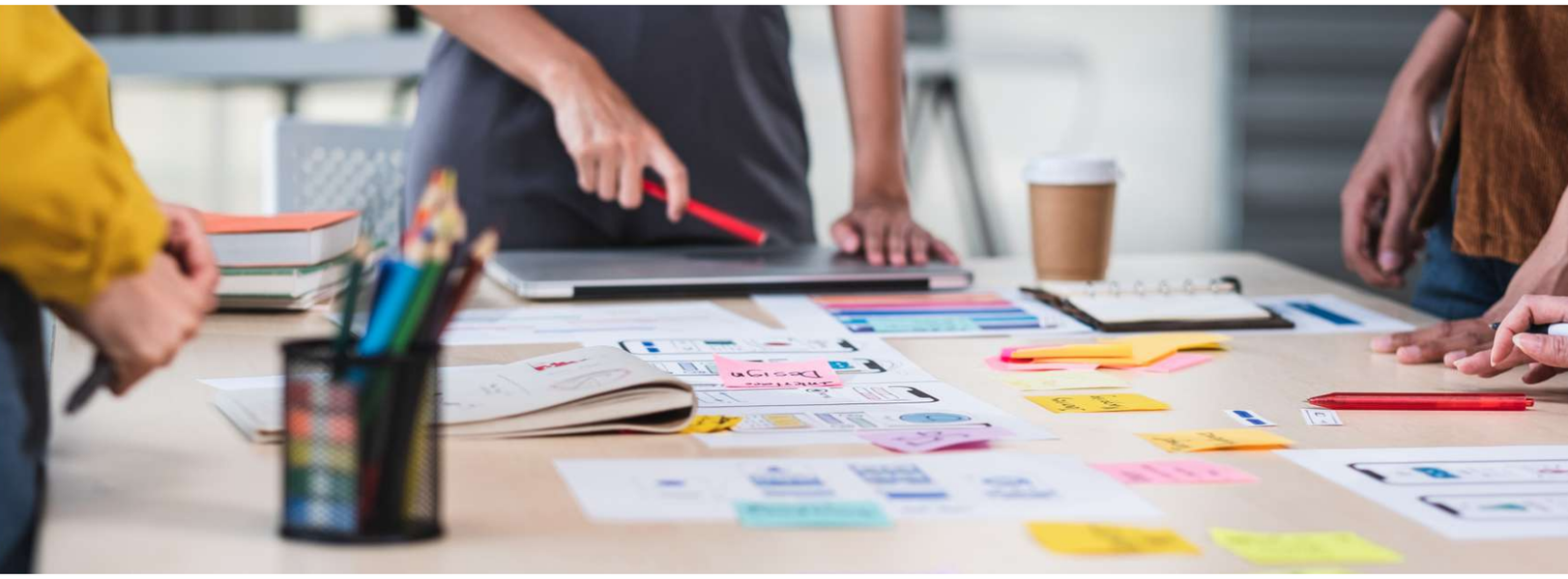
- Architecture design
- ...and more!

After going through our business oriented Discovery Process (Check out this post!) we were able to establish a well-defined product roadmap for Remote Legal transformation.

Preparing for Sprint Zero

We understand that the discovery phase is just the start. After creating a plan, partners will transition to actually create the product. We believe this transition should be painless. Knowledge transfer is something that we consciously prepare for, document and create milestones around.

We've built in the transfer process so that after an amazing discovery phase, we're prepared for "Sprint Zero" in the implementation phase.



There always will be challenges

Here's what made this project with Remote Legal challenging – and much more rewarding in the end:

Quick time-to-market. Remote Legal needed to beat competitors to the COVID gap in providing digital deposition services. We went from zero to prototype in just a few weeks.

Prioritizing deposition features. The Remote Legal team wanted features for pre-deposition, in-deposition and post-deposition - but hadn't yet decided on their priorities. Together, we teased out which features would come first in the project timeline.

User types ranging from tech-savvy to digital illiterate. The deposition process involves a wide range of users, from lawyers to witnesses. We needed a flexible design that could cater to all these users.

Innovating in a conservative industry. Remote Legal wanted to modernize the legal industry and represent "prestige" in the digital deposition market.

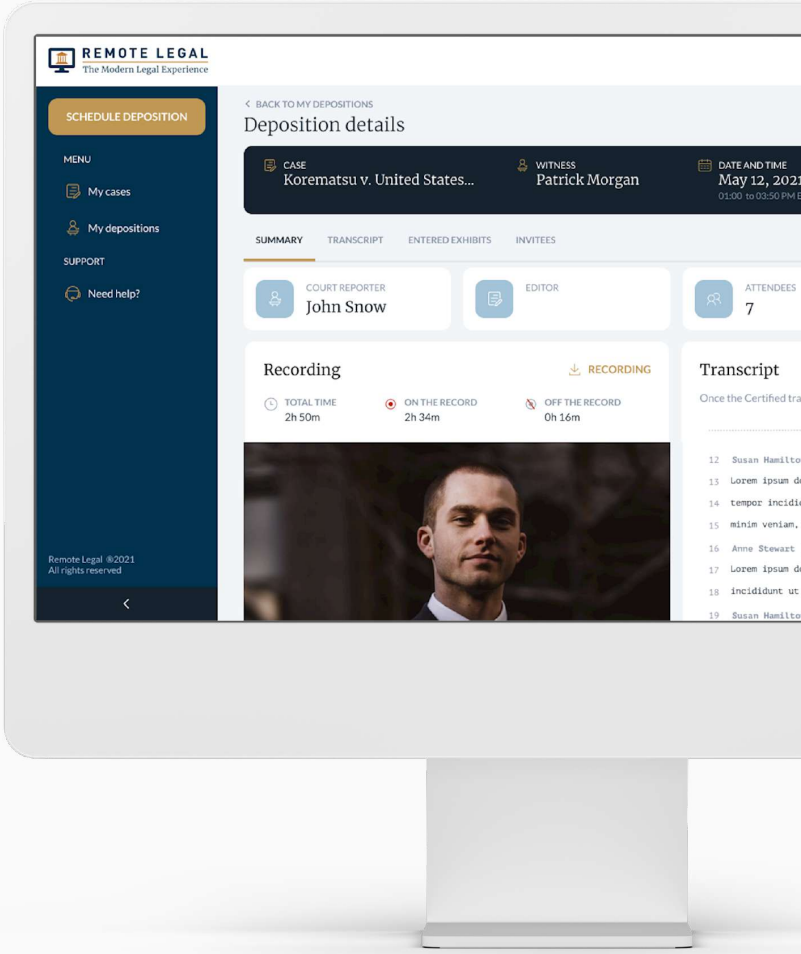
Switching value proposition to in-deposition services. At first, Remote Legal was set on providing pre-and post-deposition services. However, they soon decided that in-deposition services were their forte - and the center of their product vision. We switched gears to make this change possible.

The outcome of our Discovery process

Using our customized discovery approach, Remote Legal defined their vision for a digital deposition platform that would bring together all parties, including lawyers, court reporters and witnesses.

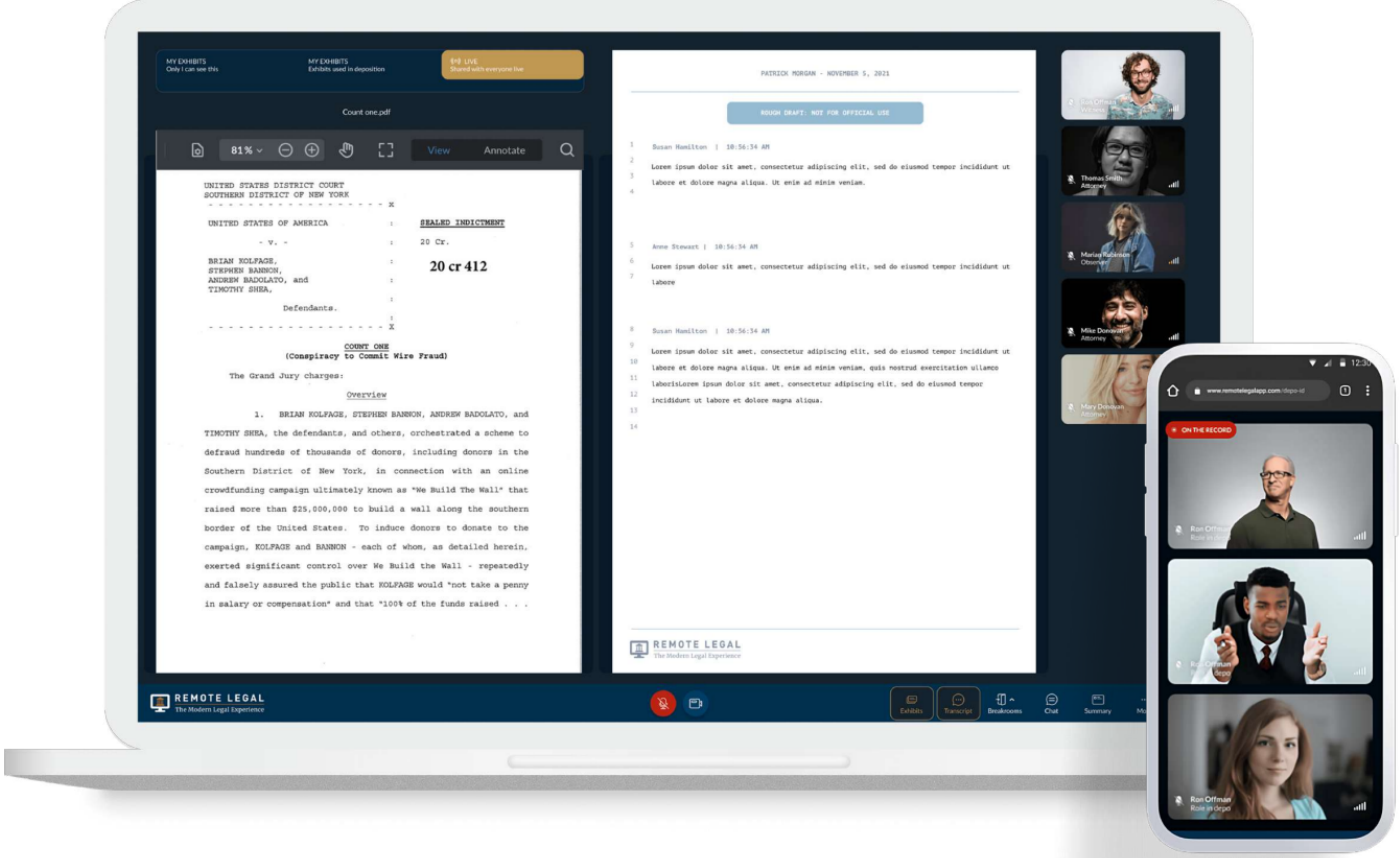
This prototype achieved Remote Legal's top priority: recreating the courtroom experience to undergo depositions remotely from anywhere.

Together, we defined a clear product vision and the basis for building a scalable solution for Remote Legal's business. Now we just had to put this plan into action.



Ready, set, GO!

Now with a defined product vision, Remote Legal was ready to modernize the depositions industry. Together we created a digital platform to allow their business to expand anywhere across the U.S.



All eyes on MVP

During implementation we're focused on the MVP, the Minimum Viable Product. This is the essential set of features users need to navigate and interact with the product. We define the MVP early on so that we can begin with the core function and go from there. Our teams are laser- focused on the MVP, making sure that the project prioritizes are clear from the start.

Doubling down on UX needs

After we map the journey for every user type and device, we work to keep UX at the forefront of implementation. Every area of the platform - whether logging in, browsing the product or making payment - must consider the unique needs of every user.

Future-proofing products

Companies suffer when their technologies go obsolete or aren't planned for future use. At Making Sense, we do our best to future-proof products by looking into the flexibility and durability of every decision. This doesn't just apply to the technical architecture, but also how business goals could adapt over time.

One solution...

many aspects

Using our approach, we transformed our prototype into a real and scalable platform. The MVP involved a lot of moving parts, such as ease-of-use, privacy and security. Some of key aspects included:

- Defining a nine-month roadmap for the MVP with clear milestones and success metrics.
- Analyzing costs/benefits for several options of the platform architecture.
- Ensuring world-class encrypted security and privacy measures.
- Integrating all services and third-party apps needed for a full-scale solution.
- Completing UX research for a polished user experience for all types (lawyer, witness and court reporter).
- Defining a roadmap for post-release features beyond the MVP.

With this digital platform, Remote Legal had a working product to recreate the deposition experience online - and start expanding their business.

Technology Stack

After defining the MVP we started working to keep UX at the forefront of implementation.

For the **web app** we used React with the following integrations: Twilio for WebRTC videoconferencing and recording, Azure Cognitive Services for real-time speech to text transcriptions. On the **Back End** we used .Net Core with MySql database cluster hosted on AWS Fargate, Media post-processing pipeline using SQS queues, Lambda functions and FFmpeg for transcoding, and CodeBuild continuous integration.

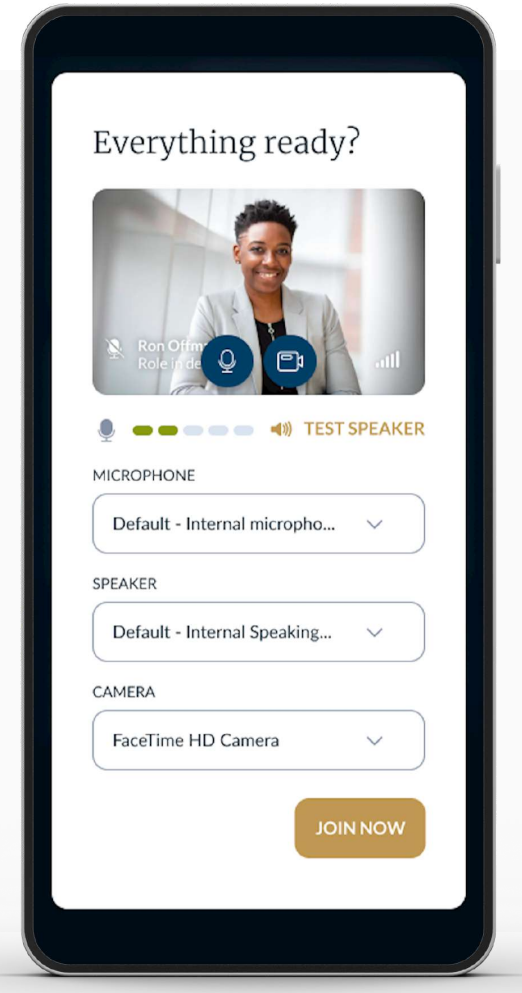
Regarding **Quality Assurance** we made Manual exploratory testing, automated integration and regression testing using Selenium, and examined Video Conferencing quality and Load and Performance using TestRTC and JMeter.

JS React Java python™

Key Features

The Remote Legal platform used best practices for video conferencing solutions, but also required some legal-specific extras. In the prototype, we defined video conferencing features, real-time transcripts and showcasing exhibits with privacy settings. In the MVP, we added some other key features, such as:

- Ease of access while taking care of privacy of users
- Share/Stamp Exhibits
- Real time transcripts (speech to text)
- Onscreen video conferencing features



A rewarding path

In just nine months, we transformed Remote Legal's idea into a platform used for real depositions. This digital solution allowed Remote Legal to do business 100% remotely.

Bottom line: this was Remote Legal's first big step towards modernizing the legal industry and expanding their business nationwide.

"Making Sense has been a true technology partner that helped us converting Remote Legal into a full tech-enabled company".

Brandon Greenblatt
Chief Executive Officer at Remote Legal

Got a big idea?
Let us help you turn your dream into software

Making Sense
hello@makingsense.com
www.makingsense.com