Speaker 1 ([00:45](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=45.32)):

Hi, how are you?

Speaker 2 ([00:46](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=46.68)):

Hi, Angela. Nice to meet you.

Speaker 1 ([00:48](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=48.54)):

You too.

Speaker 2 ([00:49](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=49.68)):

My name is Drew Jovani. How are you?

Speaker 1 ([00:52](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=52.38)):

Good. Turn up my speaker here.

Speaker 2 ([00:56](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=56.85)):

Sounds good.

Speaker 1 ([00:59](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=59.49)):

Okay, so what are we doing?

Speaker 2 ([01:01](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=61.11)):

What are we doing? We are going to talk about your experiences using Rev.

Speaker 3 ([01:07](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=67.62)):

Okay.

Speaker 2 ([01:09](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=69.69)):

I'll give you a quick context. My business is, I interview people on behalf of Rev, but for other clients too to figure out their experiences, what works well, what doesn't work well, what their goals were, and it's just privately used for Rev so they can better serve their customers. So do I have permission to record this conversation with you?

Speaker 1 ([01:30](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=90.39)):

Yeah.

Speaker 2 ([01:31](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=91.29)):

Great. Off camera too. And so I have, just to confirm some information, I have you here at Angela law@greglawlegal.com as a senior associate. Is that correct?

Speaker 3 ([01:43](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=103.47)):

Yes.

Speaker 2 ([01:44](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=104.37)):

Okay, great. And when did you first come across Rev?

Speaker 1 ([01:50](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=110.16)):

I believe we've had it a month, so I could be wrong, but I think only a month or so.

Speaker 2 ([01:55](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=115.53)):

Great. And did you use a different tool before you used Rev? For the same reason

Speaker 1 ([02:00](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=120.21)):

I did. I just used my Microsoft office online to transcribe or my Dropbox.

Speaker 2 ([02:06](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=126.72)):

Yeah,

Speaker 1 ([02:07](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=127.35)):

It has an audio transcription.

Speaker 2 ([02:10](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=130.26)):

What caused you to look for a tool like Rev?

Speaker 1 ([02:14](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=134.58)):

So another attorney's office was using it and provided us with the transcript and they said it was a lot more accurate and that also if we needed a word for word transcription, that was a service that was offered also. So I did a test on it and it did work better and so we ended up purchasing it.

Speaker 2 ([02:39](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=159.87)):

Great. What kind of work was it used for?

Speaker 1 ([02:45](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=165.96)):

Most of the time I'm taking either court audio or I'm getting a police body camera video. I'm changing it to an audio file and then I'm transcribing it.

Speaker 2 ([02:59](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=179.47)):

That makes sense to me. We hear that a lot that body cam footage is a common use case. Just so I have the right context, how many people, attorneys and support are at your organization?

Speaker 1 ([03:14](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=194.44)):

Two attorneys.

Speaker 2 ([03:15](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=195.64)):

Got it. And you got the recommendation, but did you have certain criteria that were important to you? Accuracy was one you mentioned, but anything else?

Speaker 1 ([03:31](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=211.9)):

It needed to be at least what we already had, so the ability to play back the audio and alter the content if it needed to be altered, able to add the speaker names and having the timestamps.

Speaker 3 ([03:48](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=228.06)):

Got it.

Speaker 1 ([03:48](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=228.7)):

So those are the main things. I was spending hours and hours trying to correct incorrect audio transcription from Word, and it might take me to do an hour hearing. It probably would take me six hours. I'd have to listen to the whole thing and then I'd have to go back little by little and change things constantly.

Speaker 2 ([04:13](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=253.75)):

That sounds wildly frustrating and time consuming. I have a little poll, if you don't mind. I like to launch just right in the Zoom. You'd love to see if you see it and it just has six different things that people might value as they evaluate tools. Would you mind ranking these for me?

Speaker 3 ([04:52](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=292.62)):

Thank

Speaker 2 ([04:57](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=297.22)):

You so much. You have speed lower on the list. I'm just curious why, I think you're probably getting it pretty automatically from teams. Is it just the, you had to spend a bunch of time anyway, so if it comes a little bit later but it's accurate, it still holds a lot of value to you? Is that accurate or what comes to mind? Yeah.

Speaker 1 ([05:22](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=322.03)):

Well it says speed. What I was thinking is the speed the system transcribes and provides me a copy, not necessarily my side of what I'm doing. So honestly, it's probably as far as speed, it's probably along the same lines as using Microsoft.

Speaker 2 ([05:44](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=344.32)):

Yeah. Got it. Now, are there anything specific about legal that's important for you in the transcript that you either wish Rev had or that you think about when you get that transcript that maybe Rev could learn about?

Speaker 1 ([06:08](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=368.78)):

I don't know. I mean, I guess I wish that we didn't have to pay so much more for I guess a transcriptionist to go through it and then certify it because right now we're not even doing the certified transcripts.

Speaker 3 ([06:31](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=391.82)):

Sure,

Speaker 2 ([06:35](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=395.42)):

That makes sense.

Speaker 1 ([06:38](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=398.03)):

Yeah, all the little add-ons and stuff add up.

Speaker 2 ([06:40](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=400.73)):

Sure. What other tools do you use? Do you use Westlaw or a case management tool like Cleo, anything like that?

Speaker 1 ([06:48](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=408.65)):

We use Westlaw. We have their AI research and then we use Practice Panther for our software management.

Speaker 2 ([07:01](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=421.49)):

Sure. And then do you use a Dropbox or a box for storage?

Speaker 1 ([07:08](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=428.3)):

Yeah, we do use Dropbox. And that's integrated into practice Panther too.

Speaker 2 ([07:17](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=437.39)):

Would, I know Rev is a newer tool for you, but could you think of any integration or workflow that would make life easier for you when it comes to Rev? Like something coming into Rev or something going out or Rev that was automatic that would be helpful?

Speaker 1 ([07:34](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=454.34)):

Yeah, so where Dropbox is integrated into Panther, if Rev was integrated into Dropbox, then we'd be able to, as we upload video or audio, if it would automatically provide a transcript. So we have that. That would be awesome.

Speaker 2 ([07:52](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=472.73)):

Yeah, great to hear. Have you encountered any challenges or frustrations while using Rev?

Speaker 1 ([07:58](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=478.94)):

A couple of times I messed up and changed the speaker name and I didn't mean to switch I guess everything after that to the same name and then I couldn't change it back. I could not figure out how in Microsoft you have a reverse button that undoes your last move. I couldn't figure out how to get rid of what I did, so I had to listen to the whole audio and go back and change the names.

Speaker 2 ([08:29](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=509.93)):

Oh man. Okay. That's good feedback. Anything else come to mind

Speaker 1 ([08:38](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=518.48)):

Offhand? No, that was probably the biggest oops that I had.

Speaker 2 ([08:41](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=521.48)):

Okay. Okay. If you thought about what could make your life easier, are there any features or functionalities that you'd like to see added to Rev?

Speaker 1 ([08:53](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=533.3)):

Yeah, it'd be kind of cool is if you could take an audio, let's say I'm doing a body camera footage of officers, if it would give me questions to ask because I know I get the summaries, but what if I got deposition questions or trial questions that it could prepare based on that audio?

Speaker 2 ([09:18](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=558)):

Sure. Something that came up in the past with another lawyer I spoke to was, and I'd love to hear your perspective if this is useful or not, is for something like a DUI as an example, having the AI have a template that just looks for consent of the consent asked by the cop, the police person and the acceptance by your client, or maybe a comparison of you upload the police report and then have it compared against the body cam footage to look for things that were omitted or accurate or inaccurate. Would any of those use cases be useful for you?

Speaker 1 ([10:02](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=602.13)):

That'd be nice.

Speaker 2 ([10:03](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=603.96)):

Which one specifically?

Speaker 1 ([10:06](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=606.24)):

Both of 'em. I mean, that's kind of what we have to do with the transcripts anyway. That's what we use them for. So if the AI would automatically do that, that would save a lot of time.

Speaker 2 ([10:17](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=617.7)):

Yeah, that's great to hear me prompting those ideas. Is there anything else that comes to mind that would be in that category?

Speaker 1 ([10:30](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=630.3)):

Maybe doing a timeline summary. I don't know if it already does that with the summary it gives, but if we're talking about we're doing a preliminary hearing or something and we're interviewing several witnesses, if they could create a timeline of the testimony and what they say occurred, then maybe we can compare and see what's accurate.

Speaker 2 ([10:57](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=657.09)):

Sure. That's great. I'm curious about events. You said you found out about Rev from someone else who referred you, but does your team, your company, do they attend any educational events or conferences that Rev could potentially learn to partake in because it's a good spot and sponsor? Or where does your company involve itself in the community? I

Speaker 1 ([11:33](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=693.72)):

Don't know that we do. We go to conferences and things like that, but our firm doesn't hold the conferences, so we take classes through the state bar. We do do a annual seminar in Hawaii with the Utah Defense Bar, not the Utah, I'm sorry, the, I'm trying to remember the name of it. I think it's the Oregon, I dunno, the Oregon State Bar puts on a conference for the Western states. I'm trying to remember what it is, but we do an annual November seminar. It's a day long in Hawaii and there's a lot of presenters there. It's a full day.

Speaker 2 ([12:26](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=746.26)):

Sure. But even the ones you don't put on, are there ones you attend, you said Not really.

Speaker 1 ([12:31](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=751.12)):

Just stuff that's by our state bar.

Speaker 2 ([12:34](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=754.81)):

Got it.

Speaker 1 ([12:35](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=755.59)):

Just to get our hours in and things. I know Greg's done some out-of-state seminars, but yeah, that's about it.

Speaker 2 ([12:46](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=766.45)):

Sure.

Speaker 1 ([12:46](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=766.6)):

Most of it's just local stuff.

Speaker 2 ([12:49](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=769.87)):

Now that you've started to use Rev I, in your words, who do you think Rev, what types of firms do you think Rev would be a good fit for

Speaker 1 ([13:05](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=785.41)):

Any kind of litigation firm? I don't think it would help transactional attorneys very much, but anybody that's doing civil or criminal litigation, I think it would be helpful.

Speaker 2 ([13:17](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=797.92)):

And why is that the case?

Speaker 1 ([13:20](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=800.22)):

Just time savers. If you were doing civil litigation and you had depositions, you wouldn't have to automatically wait for the court reporter. If you had the audio, you could just go ahead and get a rough transcript and start drafting discovery or other things that you need or preparing for trial. And with us, it just helps us prep for hearings a lot of the time. So I'll use Rev to, like I said, do the body camera footage and things like that. And then Greg, the other attorney in the office will use that to prepare his questions for the officers at the preliminary hearing or trial.

Speaker 2 ([14:00](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=840.94)):

Sure. One of my favorite questions is to always ask if you were the CEO of Rev, what would you change or prioritize to better serve a company like yours?

Speaker 1 ([14:20](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=860.65)):

Well, we're a small firm. We don't even have support staff, so I would say maybe big firm versus small firm pricing just to make it to where we're not priced out. Right now, Westlaw is about to price us out. They just raised all of our stuff almost 950 a month, and that's per login. So each attorney, and we're thinking about going another route just because they're pricing us out. Big firms can send those and even civil firms can send those costs over to their clients, and we can't do that with our practice, so we just have to eat it.

Speaker 2 ([15:08](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=908.18)):

What about your practice makes it so that you're not able to move fit onto the client?

Speaker 1 ([15:14](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=914.69)):

We charge flat fees and we charge our fees based on the charge level and where the court's located because we factor travel into it, but we don't, the only other things we charge our clients is a trial fee, obviously, and then if there are trial expenses such as an investigator or expert witness, the client will pay for that. But as far as all the pre-trial stuff, we have to eat those costs, so we have to pay for audio transcriptions, we have to pay for the audio files from the courts, we have to pay for medical records, things like that. So we don't have the ability, like Westlaw was telling me, well, you can just bill your clients, you do research, you put it under their name and it goes to a little sub folder so you can see how much you've spent based on that client apportionment to them. I'm like, Nope, it doesn't work that way. It's like we're not a civil firm.

Speaker 2 ([16:19](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=979.1)):

Got it. Yeah, that's really useful to know Our, and I apologize, I'm just learning about the industry. Are certain firms structured like yours versus others? How would Rev determine what firms are structured more like yours versus more clients that can pass the bill on?

Speaker 1 ([16:40](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1000.97)):

I would probably say anything that's not criminal defense or, yeah, because everybody else, even if personal injury law firms, they can still bill their clients for it. If they win a case, they could factor it into their contingency fee as an attorney cost, where we don't do that. So criminal defense firms most likely are just a flat fee structure, so they're going to have to eat any of those external costs. If you've got a family law firm, a PI firm, a contract firm that does transactional work, what else? Just basic litigation. Depending on the agreement they have with their client, they're able to factor those costs in. And really also, the size of the firm plays a big role. Those bigger firms can afford a lot more, and they typically do pass on costs more to clients than the smaller firms

Speaker 3 ([17:50](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1070.34)):

Because

Speaker 1 ([17:51](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1071.09)):

They've already got a big overhead at the bigger firms.

Speaker 2 ([17:55](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1075.05)):

So in that feedback about having pricing for smaller companies, how would you recommend structuring it differently?

Speaker 1 ([18:05](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1085.01)):

You mean as far as what we already have with you guys?

Speaker 2 ([18:12](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1092.06)):

Well, just your feedback was as potentially CEO of Rev to make sure there's pricing that's different for bigger companies versus smaller companies. Do you have any feedback on if it's the way it is works, that's good feedback. If there's something else that comes to mind and pricing that would be more useful to you or packaging that'd be more useful? I'd love to hear it.

Speaker 1 ([18:34](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1114.65)):

Yeah, if there was a way to package it to make it even more affordable for a smaller firm, like I said, just the smaller firms don't have the ability to bring in as much money as the larger firms. We don't have the manpower, and so we have to absorb those costs a lot more than a larger firm. So even if a larger firm was able to eat that cost, instead of building their clients, they still have, let's say you have a 20 attorney law firm with support staff and stuff, they're able to bring in a lot more money than a two man office. And so it's just a drop in the bucket for them to pay $30 for a login or whatever it is, or to pay for the transcriptions themselves, the certified ones.

Speaker 2 ([19:27](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1167.36)):

Yeah, that makes sense, sense. I dunno if we touched on it exactly, but when you get the transcript back from Rev, are

Speaker 3 ([19:36](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1176.96)):

You

Speaker 2 ([19:37](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1177.38)):

Downloading it as a Word doc or PDF and then uploading it to drop off? How are you using it exactly, those transcripts?

Speaker 1 ([19:45](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1185.36)):

I am uploading both the summary and the transcript and word to my Dropbox and then I print it out and I stick it in the hard file.

Speaker 2 ([19:55](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1195.59)):

Got it. Great. And is there anything about Rev or transcriptions that I haven't asked about that you think Rev would benefit from hearing?

Speaker 3 ([20:08](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1208.29)):

I,

Speaker 1 ([20:12](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1212.72)):

Not that I know of. If we could do, like you said, you were talking about an integration, if we could do that with Dropbox or other software, that'd be great.

Speaker 2 ([20:23](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1223.34)):

Great. Well, thank you so much for your time today.

Speaker 1 ([20:27](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1227.36)):

Sure, no problem.

Speaker 2 ([20:29](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1229.22)):

We'll follow up with the email about your compensation within 24 hours. I hope you have a wonderful day.

Speaker 1 ([20:34](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1234.08)):

Okay, thank you so much.

Speaker 2 ([20:35](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1235.46)):

Bye

Speaker 1 ([20:36](https://www.rev.com/app/transcript/Njg1OTc1NTMyNjE5ZDFkODBjNmJlOTg5RFViempRX2hMMlJ0/o/VEMwODMyODkzNDY2?ts=1236.15)):

Bye. Bye.