## **An Interview with Yusuf Elmarakby, Paralegal at Bruce Harvey Law Firm**

Bruce Harvey Law Firm is a small criminal defense firm headquartered in Atlanta, serving individuals across Georgia with specialized expertise in high-profile and complex criminal cases through recognized trial advocacy and defense strategy.

Yusuf uses Rev's human transcription service for 30% of his workload, recently shifting 70% to competitor Turbo Scribe for faster AI-powered results.

**Rev faces a speed-versus-accuracy challenge in criminal defense work.** Yusuf's firm relies heavily on transcription for body camera footage and phone calls where clarity determines case outcomes. While Rev's human transcriptions remain their gold standard for accuracy, the firm has shifted 70% of their volume to Turbo Scribe over the past month and a half due to last-minute evidence dumps requiring faster turnaround. The firm values Rev's superior speaker identification and formatting but needs quicker AI options to compete with Turbo Scribe's real-time transcription capabilities.

### **Pulse**

• **Accuracy stakes** — Criminal defense work requires precise transcription since people's lives depend on evidence analysis → Rev's human service remains the accuracy benchmark

• **Speed pressure** — Defense attorneys receive last-minute evidence dumps from prosecutors → 70% of transcription volume shifted to faster competitor in six weeks

• **Integration opportunity** — Current workflow requires manual file transfers between Rev and client folders → Automated Dropbox integration could streamline evidence management

### **Protocol**

**Transcript treatment:** • Removed filler words and verbal hesitations from contact responses • Preserved all substantive content and meaning verbatim • **85% verbatim** content retained from original contact responses

**Interview details:** • Date: 5/19/2025 • Company: Bruce Harvey Law Firm  
 • Deal Status: **Closed Won** • Buried Wins Client: Rev

**Drew Giovannoli:** Can you introduce yourself and your role at your organization?

**Yusuf Elmarakby:** My name is Yusuf. I'm currently a legal assistant at a law office here in Atlanta, Georgia. We are a private criminal defense firm. We oftentimes use Rev very frequently whenever we need to extract and review discovery that's sent to us from numerous institutions, district attorneys offices. It could be interviews, phone calls, surveillance footage, anything with audio that we need to put together with a transcription in order to narrow down exactly what we're hearing and seeing. We use Rev as much as possible.

**Drew Giovannoli:** How many people are at your organization?

**Yusuf Elmarakby:** There's seven. There's four attorneys and three legal assistants.

**Drew Giovannoli:** What prompted you to start using a service like Rev and when did you begin using it?

**Yusuf Elmarakby:** It's just a simple, tiresome act of having to watch surveillance footage and just writing down what they're saying for clarity. It's a lifesaver to use Rev to be able to just have a full transcription and go back and watch the video or listen to the call and match it up with what's being sent to us. It just saves a lot of time and efficiency and working on these people's cases and guaranteeing them the results that we're being retained to give. It gives us drastic improvements in analyzing evidence and being able to use our findings to either get it suppressed or whatever it is, it just helps us read and observe evidence better.

**Drew Giovannoli:** Was the company using Rev when you first got there or is it a newer tool?

**Yusuf Elmarakby:** I first arrived at my organization about two, two and a half years ago. And since then, the legal assistant that was here before me introduced me to Rev and its services. Before working here, I've never heard of Rev actually.

**Drew Giovannoli:** Can you talk about all the different things you might use Rev for in different types of cases?

**Yusuf Elmarakby:** Oftentimes we're sent a lot of body camera footage. Whenever we want to know what's being said by law enforcement or people that are interacting with law enforcement, sometimes it is very hard to hear through the body camera footage. Given that it's a small device, the audio that is captured is pretty faint. We kind of just want to know what's going on in the surveillance footage, or we want to read along with the video that we're watching just to make sure everything corroborates to the situation at hand and what's actually happening. We oftentimes use it when listening to phone calls when we want to know exactly what's happening because phone calls, sometimes people's voices go in and out or they're faint or they have an accent, or they're speaking too low or too loud. We just want to know exactly what's going on, because in the world of criminal justice, it is very scrutinizing and important to know what exactly is being said and what is being addressed.

**Drew Giovannoli:** How does your firm use Rev? Is it a tool that anybody can use?

**Yusuf Elmarakby:** We all are under one account. Whenever we need to create a file on a particular client and we submit a video or some audio under that client and kind of wait till the next day or whenever it comes back to us to download that Rev and attach it to the evidence in our files. So we all just access the same account and pay under our business card.

**Drew Giovannoli:** Are you using the AI or the human transcriptions?

**Yusuf Elmarakby:** We use the human transcriptions. We find them to be a bit more accurate. If we need it in a more timely manner, we've actually recently started using a different service called Turbo Scribe, which we've found the AI tool to be a little more efficient than Rev's. As far as the AI option with Rev, we found the human transcription to just be a lot more accurate and detailed.

**Drew Giovannoli:** You feel like Turbo Scribe is faster and more accurate than the AI from Rev?

**Yusuf Elmarakby:** Yes.

**Drew Giovannoli:** Currently you send the files that are more last minute to Rev or to Turbo Scribe?

**Yusuf Elmarakby:** We send the last minute files to Turbo Scribe. Rev is just whenever I need it, it comes. Rev is just the go to most accurate option in regards to human transcription.

**Drew Giovannoli:** What do you think the split of the workload is between Rev and Turbo Scribe?

**Yusuf Elmarakby:** I would say 70-30. Just for the simple fact that we get a lot of stuff last minute, man. Because we're kind of on the opposite side here. We're on the defense side. So they tend to have a little more leverage by just dumping stuff on us whenever they feel like it or things that we don't know that people are trying to introduce. They just kind of throw it at us last minute and we have to hurry up and go through it and make sure it's okay. Or should we object to them bringing in that type of evidence. We kind of need to analyze it a little quicker, which is why we jumped to Turbo Scribe.

**Drew Giovannoli:** Do you think there's any world in which you would move more work to Turbo Scribe because of cost or is the quality from human transcription still important?

**Yusuf Elmarakby:** I've actually found Turbo Scribe to be a little more cheaper. I don't know the exact difference in price per length, but I've found my totals to be a little bit cheaper with the AI and Turbo Scribe. Given that the human transcript on Rev is a little more expensive than the AI option as well. But it's just for the guarantee of the accuracy and the time. It's just a better price for the AI transcripts with Turbo Scribe. However, I'm not the one paying for it. Typically we're reimbursed by our clients for paying extra for other things. However it is good to just keep expenses at a minimum.

**Drew Giovannoli:** When did you start using Turbo Scribe?

**Yusuf Elmarakby:** I started we started using Turbo Scribe about a month and a half ago.

**Drew Giovannoli:** What did you do before Turbo Scribe for urgent requests?

**Yusuf Elmarakby:** Just always been using Rev.

**Drew Giovannoli:** Were you using the AI also for the fast stuff but just found Turbo Scribe faster and more accurate?

**Yusuf Elmarakby:** If something was a time issue, we would use the AI. But the results with human, the human transcript was just a lot better.

**Drew Giovannoli:** Do you feel like any of your needs are legal specific? Are there any needs that Rev needs to address that have to do with formatting or a certain way of doing business that is legal specific?

**Yusuf Elmarakby:** I honestly always use Rev for work. It's very important because what we use Rev for is for these people's lives. I mean, they're at stake, their cases, the future of how things will turn out for them and their matters depends on how accurate we view the evidence and Rev does that. Rev helps us out with that with the human transcripts and has allowed us to view evidence a lot more easier. I think it's a phenomenal platform that we have utilized very greatly. Outside of using it for work, I honestly can't say that I've used it much, but it is a very critical and necessary tool to observe and view evidence.

**Drew Giovannoli:** Is everyone using Rev at work or is it a certain group of users?

**Yusuf Elmarakby:** All of us. All of us, really.

**Drew Giovannoli:** After receiving the transcripts, do you have it in Microsoft Word or are you reviewing them as a team?

**Yusuf Elmarakby:** What we would do is once we receive the transcript, we would just make sure that the speaker notes are there, who's saying what. And then we just download it as a PDF just to read along with the evidence as we're viewing it.

**Drew Giovannoli:** What other software tools do you use at the law firm?

**Yusuf Elmarakby:** Adobe Acrobat helps us view evidence very easily, kind of move it around. We have heavily dependent on Google Calendar, kind of helps us manage our schedules for case management very easily. We have a software called MyCase.

**Drew Giovannoli:** Would it be useful if Rev was more integrated into any of the tools you just mentioned?

**Yusuf Elmarakby:** Yes. As well as Dropbox, we use Dropbox very greatly as well. Since all of our information is stored on a drive that is accessed through our office network server, a lot of times our attorneys are in court or they're out of town. We handle cases all over. Currently have an attorney out there in New York who's doing the case and whatever she needs to access information, she needs to go to the Dropbox, where we have a copy of all of our information that's stored in our network here at the office.

**Drew Giovannoli:** Is Rev integrated with any of those other tools or do you wish it was?

**Yusuf Elmarakby:** It is not. However, it's not hard for us to just move anything over. I mean, it would be very cool if every time we uploaded something to Rev for a specific client that the results would show up in that client's Dropbox folder, because every name just has their own folder in Dropbox. So if John Doe has a phone call that we need to Rev, if we send the phone call to Rev and the results were just added to John Doe's Dropbox folder, that would help tremendously.

**Drew Giovannoli:** Are there any challenges or frustrations you encounter with Rev that they could work on?

**Yusuf Elmarakby:** Rev is great. I honestly don't see any besides just the accuracy of the AI transcript having room for improvement. I honestly don't have any quarrel with Rev.

**Drew Giovannoli:** If Rev's AI accuracy improved, do you think you could win back the AI business from Turbo Scribe?

**Yusuf Elmarakby:** Yes. I mean, the only reason why Turbo Scribe is ahead, I feel like, is because it creates a transcript like right in front of you. You can watch the video, let's say it's an interview video and it will just fill itself out as you watch the video so you can watch the transcript happen in real time. I think that would be pretty cool with Rev.

**Drew Giovannoli:** Do you use any of the AI functionalities to ask questions about the transcript?

**Yusuf Elmarakby:** No, I have not.

**Drew Giovannoli:** Do you use AI in any other role?

**Yusuf Elmarakby:** I honestly have not. I use AI in general just for editing something that I've already written out. I use ChatGPT, check grammar, make sure something's concise or just maintaining the same tone and flow. But besides that, I don't really try not to use it as a search engine of any type of sort because I don't know where I read this at, but I just don't want to pollute the environment by using too much AI for a lot of different things. I don't want to create that habit.

**Drew Giovannoli:** Is there any legal specific features you could think would be valuable? Whether it's better templating features or self-service support that you need?

**Yusuf Elmarakby:** Not off the top of my head. Because as far as our particular needs for Rev, it does what we need it to. We honestly just need to read and see what is being heard or played from whatever we send over and it does that job. I mean, honestly, we have no complaints.

**Drew Giovannoli:** Outside of the speed of Turbo Scribe, is there anything else that they could learn from Turbo Scribe in terms of the way they present the information?

**Yusuf Elmarakby:** I actually like the format of the results from Rev a lot more. I feel like Rev is a lot more accurate in naming the speakers as well as who's saying what and just splitting up the conversations that are being had. Rev does a lot better job at doing that. Turbo Scribe we use it more just because of how cheap it is, how efficient and quick. But we always have to go back and edit who the speakers are for Turbo Scribe. So presentation wise I still think that Rev is on top, but for a matter of efficiency Turbo Scribe may be in the lead.

**Drew Giovannoli:** Is there anything else that comes to mind for Rev that they would benefit from learning about to improve whether it's people, process or product?

**Yusuf Elmarakby:** People process and product is great. I mean process as far as process, sometimes it just takes a little long. And honestly, as long as I get accurate results, I don't necessarily have any problem with that. But if it was to be any quicker, I mean, that's just better for everybody. Time is money and a lot of these people time isn't something that they have, the people that we work with.