

Reliable and speedy trial support

ShareFile helps NAEGELI Deposition & Trial on its mission to excellence

When facing legal issues, having the right representation can not only win the case, but it can also provide peace of mind. For anyone having to appear in court for any reason, being confident in their chosen representation can alleviate some of the enormous stress and worry associated with the proceedings.

[NAEGELI Deposition & Trial](#) is a court reporting and litigation support firm with over 43 years of experience, more than 60 full-time employees, and hundreds of reporters, videographers, and interpreters nationwide. They provide all litigation support services required by attorneys, who can then focus on winning their case. The company has grown exponentially and amplified its success in the last few years. Being so successful and growing so fast means increased pressure and responsibility due to bigger workloads. After all, they are dedicated to delivering excellent service while handling sensitive documentation quickly, offering clients and those they represent increased peace of mind. The corporation has implemented strict systems to remain compliant with all government regulations, including the Health Insurance Portability and Accountability Act (HIPAA).

Protecting privacy

NAEGELI Deposition & Trial is the official reporting firm for the American Bar Association. Being a leader in their field means that the company does not cut corners to protect the privacy of its clients. They look for the best solutions, which is why, in the late 1990s, they became the first company in the industry to implement secure file transfer and management systems. When [ShareFile](#) became available, they made the decision to switch. “We decided, if we are the best in the business, we better work with the best, most secure company available,” says CEO and Founder of NAEGELI Deposition & Trial, Marsha J. Naegeli. “We quickly realized that ShareFile was the best and we have never looked back.”

NAEGELI Deposition & Trial assists attorneys with all types of cases, some of which are very high-profile, involving information that would be a gold mine for the media.



Industry

Legal

Location

Oregon, USA

Products

• [ShareFile](#)

Naegeli states, “We are very, very intentional about our security because if any of these documents, which encompass medical records, testimony, intimate information, or even the depositions themselves, are exposed to the public, it would be catastrophic. This is an extreme example of something that is very clear to everyone at NAEGELI Deposition & Trial. It is not just famous actors, musicians, or politicians who need this type of consideration. Everyone deserves the highest standard of care and service, which is what NAEGELI Deposition & Trial is determined to always offer.”

“ShareFile is a SaaS product that many of our clients already recognize,” comments the company’s Director of Information Technology, Richard W. Wells. “It has helped us reputationally for clients to know that it is a really solid solution.” In fact, according to Naegeli, some large cases were offered to NAEGELI Deposition & Trial precisely because they are using ShareFile. “We have had clients handling very large, multi-district litigation who, because we utilize ShareFile, made it a requirement that we handle their case.” As a result, ShareFile ensures the security of sensitive information, but it also helps the company gain business. “ShareFile has been absolutely instrumental in our success and has highly increased our firm’s revenue by streamlining our processes, resulting in more time to focus on our clients instead of operations,” adds Naegeli.

Fast and simple support

Time, efficiency, and speed are vital. ShareFile allows the business to check all three of those boxes with electronic delivery of materials, be it documents or large video files. The company can provide clients with an electronic copy of the files long before the hard copy reaches them, which saves time. “Sometimes we will even process raw data through ShareFile,” adds Wells. “We could have a raw video coming from a videographer who is working remotely, which could be a very large video data package before it gets processed by our in-house media team. Being able to transfer that large amount of data across the country without having to send it out on memory cards is very, very efficient.”

According to the Executive Vice President of NAEGELI Deposition & Trial, Consuelo M. Grumich, during the trial, attorneys often need certain clips or the full video. “We have our team working behind the scenes, and we are able to seamlessly send those to the attorneys during the trial,” she says. “We are really able to get that sense of urgency met for everyone.”

“And from the user side, it is simple: here is a link, you click on it, and you drag files into the window. It is that easy,” adds Wells.

In short, ShareFile allows NAEGELI Deposition & Trial to provide its clients with fast service while making it simple. “It is very user-friendly, and it is intuitive. That is one of the keys to success: simplicity. A lot of people miss that,” comments Naegeli. “What makes us loyal is that we do not really have to think about ShareFile; that is how good it is. ShareFile is so on top of it and the product is so good that it allows us to spend our time creating other technology and advancing the business in a way that we could not do if we had a cumbersome system.”

“Just having ShareFile has really been an instrumental piece of the puzzle that has helped us move quickly, seamlessly, and with high security.”

**Marsha J. Naegeli
CEO & Founder
NAEGELI Deposition & Trial**

Focusing on client satisfaction

With ShareFile, NAEGELI Deposition & Trial can focus on additional client care and spend more time building relationships. The company's Chief of Staff, Sarah M. Coleman, says that ShareFile has allowed them to fine-tune client service and focus on going above and beyond. "People remember us already for how accurate we are. Then when we provide the extra magic from ShareFile's optimizations, we really increase client retention. Because of ShareFile's efficiency, we have the time to focus on services that increase client revenue."

However, attorneys are just one link in the client satisfaction chain because the business is about winning cases and helping people during difficult times in their lives. Coleman explains that NAEGELI Deposition & Trial's services support attorneys so that they can then better help their clients. "Knowing that an attorney can focus on your case because NAEGELI Deposition & Trial has their back is so powerful. Because these are people's lives."

With its impressive growth, the company is becoming more fluid in adapting to client needs and, as always, it is examining additional resources that can be beneficial to their clients. They have been researching how to elevate client services through all that ShareFile has to offer. Naegeli emphasizes that ShareFile has been a part of the company's growth. "Just having ShareFile has really been an instrumental piece of the puzzle that has helped us move quickly, seamlessly, and with high security," she says. "We do not have time to mess around. We need something that works. We do not need the Lamborghini of data transfer tools; we need the reliable Chevrolet or Cadillac. ShareFile is definitely the Cadillac. It is reliable every time."

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Marsha J. Naegeli
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