

# West Mermis, PLLC

## Introduction

This case study is based on a November 2020 survey of Esquire customers who used Esquire Case Management Services for large cases by TechValidate, a 3rd-party research service.



“Our Esquire Case Manager is responsive and dependable.”

## Challenges

The business challenges that led West Mermis to evaluate and ultimately select Esquire:

- Cases typically involve a large number of parties
- Scheduling is complex and constantly moving

## Use Case

Practice areas where Esquire’s Case Management Services were utilized:

- Commercial Litigation
- Product Liability Litigation
- Construction Defect Litigation

In addition to Case Management Services, these are the top Esquire services utilized for complex case needs:

- EsquireConnect Client Portal
- Esquire eDepository
- Remote Court Reporting
- Video Depositions

## Results

Top challenges that our Esquire Case Manager has helped us solve:

- A lack of access to local offices and coverage in any location

We realized the following benefits working with our dedicated Esquire Case Manager:

- High level of responsiveness
- Reduction of logistical issues and mistakes
- Reduced time/effort dedicated by firm staff
- Expedited transcript delivery

We are extremely satisfied with the following services provided by our Esquire Case Manager:

- Ease of scheduling proceedings
- On-demand assistance on high-profile and large cases
- Clarifies client expectations and standing orders
- Ensures timely transcript delivery
- Ensures invoice accuracy

### Company Profile

Company:  
**West Mermis, PLLC**

Company Size:  
**Small Law Firm**

Industry:  
**Legal Professional Services**

### About Esquire

Esquire, a national provider of court reporting services and technology, helps law firms, insurance companies and corporate legal departments get depositions right every time. No matter where your deposition occurs, you want a worry-free, personal experience that yields quick, accurate transcripts, more value for your money, and the chance to do your best work. With a fresh eye on the future and technology to make your life easier, we do depositions differently.

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