

GREATER PHOENIX EDITION | APRIL 2012

ATTORNEY AT LAW

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Women in the Law Issue:

Practice Leadership!
Practice Group Chairs at
Ryley Carlock & Appleswhite

(left to right: Susan Brienza, FDA Law; Sheryl Sweeney,
Water Energy Resources & Environment; Melissa Schmucker,
Banking Lending and Real Estate; seated: Andrea Lisenbee
Labor and Employment Law).

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Glennie Reporting Services

By Ben Norris

It's been a big year for Lisa Glennie, founder of Glennie Reporting Services. She's settling into a new office space and attracting an ever-growing clientele.

While the national court reporting agencies continue moving into town, an increasing number of attorneys are opting for court reporters with deep local roots who understand intimately how to function in the local legal landscape.

Glennie has been a court reporter in the Valley for 28 years and has experience in several areas of civil litigation including product liability, wrongful death, patent infringement, labor disputes and discrimination. Her agency specializes in large, complex commercial litigation cases.

In recent years, more firms specializing in construction defect litigation have been coming to Glennie for court reporting services, seeking out a more local and experienced agency. It's a growing area of law, and one that GRS has proven very adept at handling.

Glennie's firm has used technology and innovation to stay ahead of the curve by implementing an online repository, giving

A good court reporting firm will blend traditional notions of reliability and customer service with cutting edge technology to ensure clients always get the best possible service available.

all parties involved in a case unlimited access to documents from anywhere with an Internet connection.

"Traditionally, there could be hundreds of banker boxes at the court reporting firm and all the parties involved come and go by making appointments," Glennie said. "With the online repository, you can access the documents with the flip of a finger wherever you are."

A native of Phoenix, Glennie has always been drawn to the legal profession. She first became interested in court reporting in high school and started pursuing her career in court reporting shortly after graduation.

Early in her career, Glennie worked for a large court reporting agency before deciding to branch out on her own. Her practice took off quickly and grew thanks to a wide offering of professional reporting services, increasing referrals and a stellar reputation in

the legal community. Having worked for larger firms in the past, Glennie not only knew what kind of service clients expected, but how she could go beyond what the larger reporting agencies could offer.

The full-service court reporting firm has been serving the greater Phoenix area since 1992. Glennie attributes the longevity to a combination of prompt, professional service and an ability to keep up with ever-changing technology in the field. Glennie also has a staff of skilled court reporters to handle the ever-growing workload.

Staying ahead of the competition in terms of technology has helped Glennie Reporting Services maintain an advantage over other firms. The firm was one of the earliest adopters of Interactive Realtime, a program that immediately sends steno note translations to an attorney's laptop in



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real time during depositions. This allows attorneys to instantly observe testimony in real time. Glennie will also provide a technician upon request to ensure the technical connections for Realtime run smoothly.

Top-Notch Litigation Support

It isn't just the local roots and court reporting expertise that has helped GRS grow. The firm prides itself on offering unparalleled litigation support to law firms all over Arizona. Glennie has reported as many as 86 depositions in one class-action suit that involved several hundred plaintiffs and hundreds of exhibits.

"We provide accuracy, a high level of customer service and accountability," Glennie said. "Our clients know they are coming to a trustworthy, comfortable place."

Glennie says she believes a good court reporting firm will blend traditional notions of reliability and customer service with cutting edge technology to ensure clients always get the best possible service available.

The new GRS headquarters offers multiple conference suites and breakout rooms to accommodate the needs of large or small groups of clients and offers video depositions through business partner Forensic Video Deposition Services. The video service includes filming, editing, duplication and conversion to CD or DVD.

The office staff at GRS also manage, track, store and deliver huge quantities of legal exhibits and use an efficient system that allows agency professionals to track and ship items immediately upon request. Glennie says document management is of the utmost importance to ensure seamless progress. Her staff maintains binders with consecutive exhibits that are made available at each deposition.



Attorneys Trust GRS with the Big Cases

Glennie Reporting Services has earned a reputation for providing prompt, accurate reporting under extremely tight deadlines during high stakes litigation.

The firm was hired by Beus Gilbert to handle depositions during the Boston Chicken vs. Arthur Anderson accounting and legal malpractice case. Glennie traveled around the country for a year covering depositions for the high profile case, which involved fraud allegations involving Enron and Arthur Anderson auditors.

During another notable case, Colorado River Indian Tribes vs. Tri-Star Theme Builders, Glennie Reporting Services provided a dedicated reporter for an 18-month period during a large scale, complex construction defect case. Glennie's reporter traveled to several states to document witness interviews over the course of two years.

Glennie has handled scores of similar high profile cases and says 2012 will likely be another banner year for her firm.

