


The Future of Law

Leveraging AI for
Competitive Advantage





The court reporting landscape has undergone a significant transformation in recent years, driven by a shortage of skilled stenographers and the advent of advanced technology. Court reporting agencies (CRAs) are increasingly turning to artificial intelligence and digital solutions to streamline workflows, boost efficiency, and fuel growth.

This shift isn't about replacing human expertise, but rather augmenting it.

By integrating AI-supported transcription and digital court reporting, CRAs can enhance productivity, reduce costs, and maintain high-quality legal documentation while freeing up professionals to focus on expanding their services and working more efficiently. As the legal industry evolves, the synergy between human skill and AI-driven technology is becoming not just an advantage, but a necessity for forward-thinking CRAs. The first step to bringing AI-driven technology to your CRA is to onboard a digital court reporting side of your business.

Integrating digital court reporting and AI-assisted solutions into your Court Reporting Agency isn't just a minor upgrade—it's a major leap forward that can transform your entire business. This move represents a key strategy for modernizing your operations and embracing the future of legal transcription.

By adopting digital court reporting, you're expanding what your agency can offer and putting yourself at the forefront of innovation in the industry. Moreover, this shift to digital reporting sets the stage for future improvements. It opens doors to using artificial intelligence for transcription assistance, better data security methods, and advanced tools for organizing and searching through legal documents.

In essence, adopting digital court reporting is about future-proofing your business. It equips you to meet current needs more effectively while preparing for the evolving demands of the legal profession. This strategic move ensures your agency remains relevant, efficient, and capable of thriving in an increasingly tech-driven legal landscape.

To show you how to make this shift, in this paper we'll explore:

- 1** Digital court reporter roles and responsibilities
- 2** Leveraging AI-assisted transcription: Process and business benefits
- 3** Implementing digital reporting and AI transcription effectively
- 4** Key criteria for choosing a legal transcription partner
- 5** Ethical considerations of AI in legal transcription



The Role of a Digital Court Reporter

Digital court reporters, like stenographers and court reporters, are vital in keeping an accurate record of court proceedings and case details. All three of these experts require special certifications and invest in equipment, software, and training to hone their craft. They must also understand and be able to comply with the rules of digital etiquette in a courtroom. What separates digital court reporters from stenographers is the way that they take down the record.

Digital court reporters use recording devices and specialized software to capture court proceedings, while stenographers and traditional court reporters rely on shorthand or stenotype machines. Unlike stenographers, digital court reporters focus on monitoring audio quality and managing the recording equipment rather than typing in real-time. The transcripts in digital court reporting are often produced afterward by transcribers,

whereas stenographers typically create real-time transcripts.

The Shared Role of Stenographers and Digital Transcriptionists

Before the advent of digital technology, court reporters often used a stenotype machine to record court proceedings in a special version of shorthand writing. The stenotype machine translated the shorthand into readable type through a program in order to create the steno to english record of the proceedings.”. Stenographers have the responsibility of proofreading, punctuating, formatting, and correcting any errors before producing before producing a final draft for use by attorneys, judges, and other legal professionals. Stenography requires a highly trained professional to take careful notes that become the true and accurate record.

While this is how court reporting began and remains integral to the legal system, court reporting options continue to evolve with technology and the needs of the market. Today's digital reporters are also responsible for setting up sound systems that require microphones, cameras, sound mixers, headphones (for audio quality maintenance), backup recorders, and computers capable of running specialized speech recognition and note-taking software. Their highest priority responsibilities include capturing and identifying spoken words in a courtroom or deposition via audio or video equipment.

Digital reporters and stenographers both play important roles in the courtroom. While stenographers take notes in steno, digital court reporters utilize audio capture devices and software and so need to actively monitor their audio to ensure a clear and accurate record. While stenographers use their shorthand to create the base layer of the transcript and create a court-ready-to-certify record with the highest accuracy, digital reporters use their audio to convert to a speech-to-text transcript as a base layer upon which certified professionals perfect to create an equally accurate record.

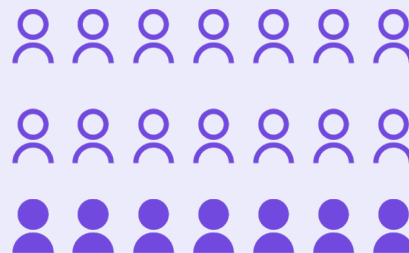
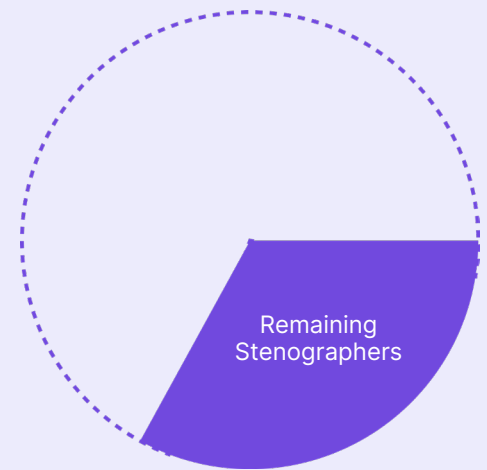
Both the role of stenographer and digital transcriptionist are important in maintaining the integrity of the legal record. Both positions are responsible for capturing the spoken word of the record, capturing clarifying questions and answers, preventing crosstalk, properly identifying those present, and identifying documentation presented for the record. The thorough record of proceedings that they produce, whether written in shorthand or captured via audio or video, provides court reporters, attorneys, judges, and other

interested parties with an accurate legal transcription that is easy to review later and to be referenced as needed.

What Caused the Shift Toward Digital & AI-Driven Technology?

Despite the importance of their role, there aren't as many trained stenographers now as there were just a decade ago. According to Law Technology Today, powered by the American Bar Association, the profession has lost two-thirds of its numbers in the past 25 years due to retirement and a steep decline in those graduating from stenographer school. The National Court Reporters Association estimates that there are currently only 27,000 court reporters in the United States.

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THERE ARE CURRENTLY ONLY 27,000 COURT REPORTERS IN THE UNITED STATES.

Demand for Trained Court Reporters to Increase While New Reporters Are In Decline

With the decline in new certified stenographers, many trained court reporters are exiting the workforce due to retirement, leading to worsening labor market shortages across the industry. This is a problem that is projected to only get worse. The average age of a court reporter in the U.S. is currently between 55 and 57 years. The National Court Reporters Association found that about 70 percent of the country's existing court reporters will retire within the next 20 years, leading to unmet market demands.

In addition to a decline in the number of trained court reporters, people joining the profession for the first time are in short supply as well. Despite projections by the U.S. Bureau of Labor Statistics showing that 20,000 jobs

for court reporters will be available by the year 2033, fewer people are pursuing and completing court reporter certification than ever before.

Fewer schools offering certifications and rigorous and challenging training programs have led to less people joining the profession. A 2019 Wall Street Journal article highlighted this issue when it reported that approximately 80 to 85 percent of students who enter a court reporting program fail to complete it.

Retirements, along with a lack of new professionals entering the court reporting industry, have resulted in an annual net loss of 900 court reporters each year. In other words, those entering the profession are not keeping pace with those leaving it, creating 1,600 anticipated job openings annually over the next decade.

THE AVERAGE AGE OF A COURT REPORTER IN THE U.S. IS CURRENTLY BETWEEN

55 - 75 years



70%

70 PERCENT OF THE COUNTRY'S EXISTING COURT REPORTERS WILL RETIRE WITHIN THE NEXT 20 YEARS, LEADING TO UNMET MARKET DEMANDS.





Digital technologies such as video conferencing, AI-assisted transcription, and remote depositions are part of the solution to the ongoing court reporter shortage.

Legal Transcription Volume Increases

At the same time that number of new professionals entering the industry has declined, the volume of transcripts required in the legal arena has increased exponentially. To put this into perspective, more than 300,000 civil cases were filed in U.S. District Courts in 2020 alone, according to statistics published by the United States Courts. There currently aren't enough court reporters to handle the volume of depositions, trials, and other pending legal proceedings.

Courts have become backlogged without enough trained transcriptionists to go around, especially in rural and underserved areas. Cases end up postponed and rescheduled due to a lack of resources. The COVID-19 pandemic helped to unlock potential in the industry by introducing remote transcription when courts were forced to shut down over

virus transmission concerns. With the world going remote, digital technologies such as video conferencing and remote depositions highlighted possible solutions to the ongoing court reporter shortage.

In 2023, generative AI took off, adding another layer of efficiency in assisting transcriptionists with their responsibilities. CRAs and legal firms found that using AI-assisted transcription allowed court reporters to work more quickly, offering shorter turnaround times so they could continue producing the same volume of legal transcripts, even when faced with a shortage of trained stenographers. AI takes care of time-consuming tasks like transcribing so professionally trained court reporters can spend more time engaged in more intellectually demanding work that only humans can accomplish. This most recent industry innovation continues to evolve as AI gets better, faster, and more accurate.

Unlocking New Frontiers in Legal Transcription and Reporting Efficiency

AI-powered technology can assist with filling in the gaps left by the extreme court reporter labor shortage. With AI court reporting and legal transcription technology, existing court reporters can do more in less time. Transcriptionists can now work remotely from anywhere using recorded audio files, which means that even areas traditionally plagued by not having enough court reporters can use remote agencies to fill their needs.

In addition to allowing for remote work, digital leaps forward in legal technology have also made the court reporting process more efficient. Live human transcription that once took days to produce can now be accomplished in a matter of minutes. All that court reporters have to do is upload an audio or video file, and an Automatic Speech Recognition (ASR) Service will create a first draft transcript. This saves time previously spent working on transcribing hundreds of transcripts each month and frees trained transcriptionists up to engage in a larger number of legal proceedings. There may not be enough court reporters to go around, but AI is helping them work more efficiently.

How Is AI Reshaping the Court Reporting Industry?

AI technology seamlessly blends traditional court reporting methods with the new age of digital reporting, saving companies time and allowing them to meet the demand of the market without having to rely only on new professionals entering the industry. While AI is helpful, humans remain highly involved in AI-assisted transcription, and AI-powered transcription will never replace court reporters. We still need the expertise of trained court reporters to oversee AI-generated transcripts, including reviewing them for accuracy.

Rev offers AI-only transcripts at 95%+ accuracy and human-reviewed transcripts that deliver at an accuracy rate of up to 99%+. Transcripts no longer need to be created from scratch by internal teams, saving companies valuable time and money. Just reviewing and overseeing a transcript is far less time-consuming than drafting one from scratch.

Who Is Using AI Technology?

Forward-thinking CRAs that are motivated to grow their business have begun offering their clients the latest innovations in legal support options. These technologies prioritize efficiency and accuracy with faster turnaround times than traditional methods. The advent of AI has created an additional tool to create correct transcripts. Customers see that AI-driven technology can deliver reliable, consistent transcripts in a fraction of the time, and CRAs can attract more clients and increase revenue.

A 2024 McKinsey & Company survey of working professionals found that 65 percent of respondents said their organization now regularly uses and derives benefits from generative AI. That number nearly doubled from ten months before in a similar survey. It's clear AI has a place in the office and that it can assist those working in court reporting

and legal landscapes. The use of digital transcription technology is for any organization looking to drive revenue by enhancing their efficiency, accuracy, and client satisfaction.

Driving Profitable Growth Through Advanced Legal Support Solutions

Increased productivity is another driver of profitable growth. With AI-generated transcripts, you can receive your transcripts within minutes of submitting them, meaning you get your transcripts whenever you need them without waiting for regular business hours. Meet billable hours by working any time you want, flexing around school pick-up and drop-off, or working in an airport lounge before your vacation begins. Legal teams have more opportunities to collaborate when legal transcription can reach them anywhere, at any hour.



In addition, with a common platform, CRAs and legal firms can sync their entire organization and expand according to their needs over time. Enjoy the flexibility of a scalable system that grows alongside your business, driving profitable growth from within your organization.

Improving the Human Experience by Eliminating Time-Consuming Tasks and Improving Communication

Technology-assisted review of transcripts for discoverable and relevant information saves hours of work that used to be done manually. Allowing technology to produce a first draft of transcripts frees the human mind to focus on creative, intellectual analysis, something even the smartest computer cannot do. Reduce court reporter and attorney burnout by letting AI do the heavy lifting so the professionals can focus on the highly skilled work they are best suited to.

Seamless Solutions Tailored To Elevate Court Reporting Workflows

Rev is a company committed to filling the gap between legal transcription needs and the shortage of professionals in the field. Our speech-to-text solutions turn recordings of court proceedings into written transcripts much faster than can be done by humans alone. First drafts of transcripts done by AI can be turned around in a few minutes. Or using AI along with 72,000 human transcriptionists, Rev produces transcripts with 99%+ accuracy in just a few days. Rev clients send in their captured audio, video, or body cam footage, and Rev produces a reliable transcript.

Our state-of-the-art transcription technology has revolutionized the way court proceedings are documented. Now, with the ability to detect even small nuances in human speech, AI-assisted transcription can:



Differentiate between multiple speakers and transcribe correctly across different dialects and accents



Timestamp-specific information for later use



Format transcripts for every use case



Transcribe every word with up to 99%+ accuracy



Automate repetitive tasks so teams can get work done faster



Drive sustainable growth within your organization

Along with elevating AI-produced transcripts, Rev strives to provide clients with the tools to drive their industry's growth through:



Increased efficiency for maximum productivity



Quality, precision, and reliability in every transcript



Engagement through collaboration and communication



Growth-driven expansion of service offerings to attract new clients



Safe and secure data encryption that meets industry standards

How Can You Ethically Leverage AI to Maximize Revenue?

AI is a fiscally responsible choice with the potential to drive growth and increase revenue for your organization. But, because it is a new addition to the workplace and uncharted territory in the tech world, there are ethical concerns to take into consideration.

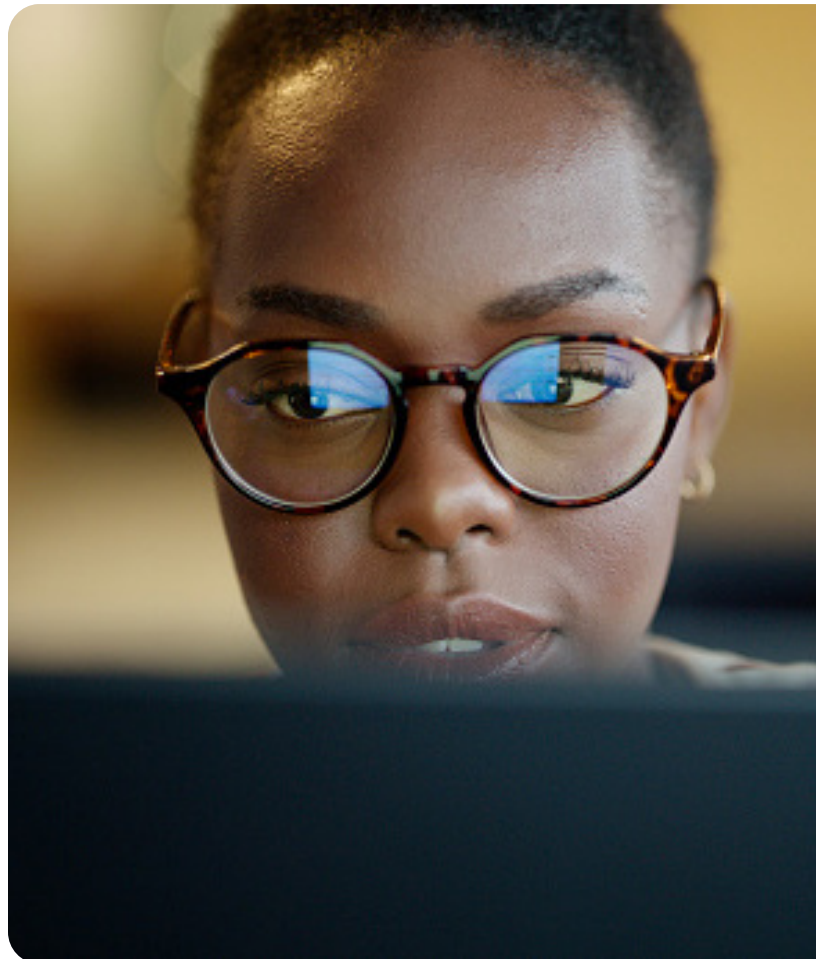
Ethical Considerations

Since everything from legal liability to a defendant's personal freedom is at stake in legal proceedings, human intervention is still required to verify the accuracy of AI-produced transcripts. Since such verification is necessary, professionally trained court reporters will never be out of a job. The human element is simply too important. Rev recognizes this and always recommends that clients have a stage of human review of the AI-produced transcripts—whether that's done with a Ready-to-Certify solution from a company like Rev or by your own internal team—to ensure correctness and protect your organization from liability.

Security Measures

With burgeoning technology, security is always important. Rev's unwavering commitment to security sets a new benchmark in the industry, with a comprehensive approach that

safeguards client data at every step of the process. Unlike many competitors, Rev exclusively employs U.S.-based transcriptionists, ensuring an additional layer of data protection and compliance with domestic regulations. Our stringent safety measures not only align with internationally recognized, industry-specific privacy and security standards but often exceed them, as we continuously strive to stay ahead of the curve in data protection.

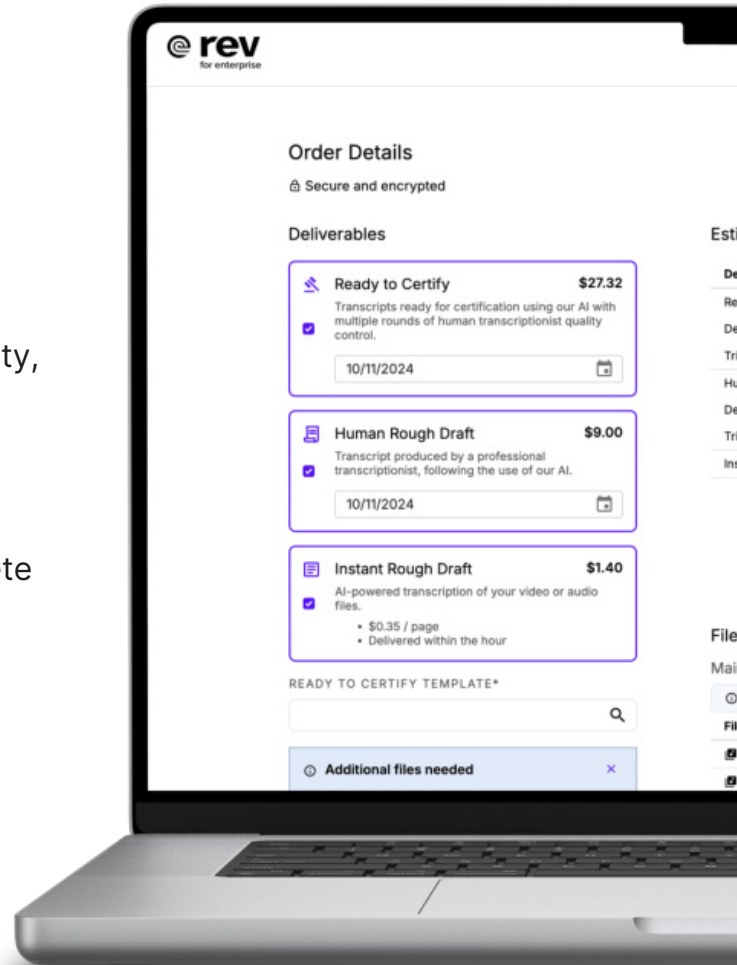




Through state-of-the-art Transport Layer Security (TLS), Rev doesn't just meet but surpasses client expectations for data protection. We proudly comply with HIPAA, SOC 2 II, GDPR, PCI, and other rigorous industry guidelines, constantly evolving our security protocols to address emerging threats. Our proactive stance on security means we're not just keeping pace with industry standards—we're helping to define them. With Rev, you can have absolute confidence that your clients' data remains encrypted and protected by the most advanced security measures available, backed by a team that views data security not just as a requirement, but as a fundamental cornerstone of our service.

Join the Industry Revolution With a Trusted Legal Transcription Partner Like Rev

CRA's and law firms looking to maximize productivity, boost accuracy, and drive profitability can benefit from working with a trusted legal transcription service. Organizations of all sizes—from small firms of just four people to large agencies with hundreds of employees—are better able to compete in the ever-evolving legal landscape with the cutting-edge solutions they can provide. Hiring a legal transcription service will revolutionize your company's legal reporting operations using advanced technology, increasing precision and efficiency, and improving client satisfaction.



What Rev Offers

- + Fully customizable workflows that will streamline processes throughout your company on your terms.
- + Solutions tailored specifically to your organization to simplify the process all the way from transcription and formatting to certification.
- + A user-friendly transcription service platform that allows you to manage transcription orders with file management capabilities, track of ongoing projects, so you can engage in seamless client communication.
- + Transcript compatibility with major court reporting software, including YesLaw, Case CATalyst, and any others you may use.
- + Ready-to-Certify transcripts that include both AI and human transcript oversight, multiple layers of proofing, and specific formatting.
- + Customer support options for any questions or issues.



Discover how Rev's innovative platform can transform legal reporting, deliver actionable insights, enhance productivity, and provide unparalleled value to your organization.



Request a Demo

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