

Document Technologies, Inc.



Document Technologies, Inc. (DTI) is a comprehensive management services and technology solutions provider for the legal community across the nation. We have offices in 26 US markets but have applied specific emphasis on developing Washington D.C. as it is a key market for facilities management and litigation support. Washington, D.C. has also been a strong benchmark for the success DTI has experienced across the country.

Why have we been successful in Washington?

We believe our local success is a direct result of our adherence to DTI's mission statement, which reads:

"We are committed to developing principle centered leaders for the purpose of providing superior document outsourcing services. The foundation of our success is to empower our people to perform beyond our customers' expectations."



"Even though we have grown to one of the premier service providers in the marketplace, our local team maintains the flexibility to make quick decisions."

The above statements represent a clear foundation of our operations in Washington and of our outstanding local team. Our team of local leaders consists of (pictured, left to right) **Brandon Kittner** (Managing Partner), **Katie Rector** (Operations Manager), **Clary Jackson** (Operations Manager), **Sheryl Greenhow** (Business Manager), **Carmelita Smith** (HR Director), **Jim Holland** (Director of Sales) and **Jon Morris** (Regional Facilities Management Director).

This team proudly represents DTI with a wealth of industry experience. Further, the synergy between this leadership excellence and our operating model enables us to fully utilize our varied skills to provide exceptional service. It also creates an atmosphere conducive to the creation of quick proactive solutions to meet our clients' unique needs. Based on our joint efforts, this team has succeeded in building our operations in Washington, D.C. from inception seven years ago to a cornerstone of the Washington legal community, with 25 satisfied FM clients and hundreds of repeat litigation support customers.

What makes DTI different?

We believe that it is our people and the commitment they show each and every day to meeting our customers' customized needs. Even though we have grown to one of the premier service providers in the marketplace, our local team maintains the flexibility to make quick decisions. This is as true today as it was seven years ago and will continue to be so in the future. DTI is a truly dedicated independent legal solutions provider, as opposed to just another division of a large, bureaucratic organization. We operate as a speedboat when compared to the plodding tankers of our industry. This means we can turn on a dime to instantly respond to our customers' requests, and get to the solution quickly.

Why specialize in Law Firms?

Our executive team, including John Davenport Sr. and Scott Heon as well as the other founding partners of DTI, who work with the local team highlighted above, have been supporting legal clients for over twenty years. We firmly believe that this experience makes DTI uniquely qualified to provide solutions for law firms which no other vendor can provide. We want to utilize our expertise to consistently exceed our customers' expectations and to accomplish that goal we are certain that we must focus on a very narrow market instead of attempting to be all things to all people.

Our laser focus on the legal market also allows for a much greater level of specialized employee training and development. Our entire leadership team, as well as every employee of the company, regularly participates in our online training "university", LitWorks. This unique offering presents our employees with the opportunity to constantly expand their customized skill sets to provide consistently improving service to our clients. Further, these readily available training classes provide for more rapid career advancement opportunities within the organization which allows DTI to retain a significantly higher proportion of our employees over the long term. Lastly, as these employees build the foundation for our ultimate success, they all have the opportunity through performance to share in the financial rewards that they help create every day. These items which build mutual loyalty throughout our team have positioned DTI to be recognized as one of the fastest growing, privately held companies in the outsourcing industry and offer us the continuing ability to deliver on our commitments.

DTI has been leading the industry in offering the new services, training and technology that law firms are now expecting from their partners. DTI created a state of the art facility in our National Technology Center (NTC) and LitWorks Training Facility to add to our national expertise, unique support and combined resources for the ultimate end-to-end solution. The NTC located at our corporate headquarters in Atlanta focuses on EDD, web hosting, forensics and providing 24-7-365 support for thousands of clients.

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DTI will open a new Regional Technology Center in the Ronald Reagan Building and International Trade Center in Washington, D.C. later this year.

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What does DTI's future in the market place include?

DTI is constructing a new Regional Technology Center, modeled on the National Technology Center, but with even more to offer our clients. This facility will be located in the Reagan Building at 1300 Pennsylvania Avenue and is scheduled for completion this summer.

The RTC will be the finest overflow operation in the region and will offer ESI processing, web hosting, forensics, scanning and reprographics. It will exceed all other high end facilities by offering additional services such as on-site training for litigation specific technological applications, professional litigation support certification classes and a 100 seat attorney review room for fully digitized document review. In addition we will also have a dedicated training facility for our management services staff located right here in Washington! This is another example of the significant investment that DTI makes in litigation support technology development and of our willingness to partner with our clients to provide a higher level of quality, service and resources.

What is DTI doing to offer increased services in areas around Washington?

Just as we recognize the unique needs of our clients in the Washington, D.C. marketplace, we understand the differing challenges that our clients in Northern Virginia face each day. To continue our model of local leadership and marketplace customization, we have also opened a new facility in Northern Virginia which offers DTI the ability to provide fast turnaround times and high service on the most demanding projects in that unique area. This facility will also offer increased service levels for our existing facilities management customers in this rapidly growing technology corridor.

Why is the ALA so important to DTI?

As a Gold Level Partner DTI understands the value of a good relationship and hopes that the Capital Chapter recognizes how proud we are to participate in this great organization. We have been actively participating for over 5 years and have seen our mutually beneficial relationship blossom. Our local leadership team looks forward to working with the ALA, our clients and our employees to provide superior document outsourcing services to the Washington and Northern Virginia marketplaces. ■



JOIN THE REVOLUTION

END-TO-END LEGAL SUPPORT SOLUTIONS

DTI Difference:

- Focus:** Outsourcing to DTI's only business
- Size:** Flexible, responsive and 24/7 ready resources
- Attitude:** Personal service and ongoing 24/7 client support
- Location:** Empowered local leaders and on-site national support resources
- People:** Motivated, enthusiastic, self-starters and detail-driven
- Technology:** Innovative, integrated and future-ready solutions
- Client Focus:** All requirements preparation on-site
- References:** High-end client production and retention in the industry

End-to-End Legal Services:

- Traditional Facilities Management
- Fax Services – sending and delivery
- Multi-Functional Digital Service
- Electronic Document Review
- Court Filing
- Last Paper Initiatives
- Records Management
- Scanning, Coding and Imaging
- Litigation Support
- Wireless Enabled Digital Devices
- Customized Web Hosting for Litigation matters
- Cloud-based Web Hosting for Transactions
- Local Image Capture and "Blackbox" Printing
- IT Advisory Services and Consulting

Free benchmarking and analysis of your operation!!
We would like to thank our newest clients
Holland + Knight, ULI, Katten, Nelson Mullins and
O'Connor & Hannan to the DTI family.

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