

## WIRELESS INTERNET SERVICES: ONE REPORTER'S EXPERIENCE

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Technology transformations within the court reporting profession are changing the way we provide services to clients. So what technology changes are we talking about now? Internet services. But not just Internet services – wireless Internet services.

My first experience with a wireless Internet provider was with Courtroom Connect. When they first came to our courthouse and I met with them, their model was to provide Internet access to back office court personnel and judges. As Special Advisor for Courtroom Technology and Director of Courtroom Technology for the court reporter's union within the city of New York, I suggested that we focus on attorneys and not back office staff and judges. I also suggested that we focus on the court reporter because the need for Internet access is becoming as important as our computer to process our transcripts.

E-mailing the transcript to our scopist, to the attorney, uploading on Exemplari, streaming the realtime to a secure site, all are services that are being provided at various places around the country. It may not be everywhere, but eventually it will be. I hear too often, "We don't have a need for this service at our courthouse." My response is always the same: "We didn't have the demand a year or two ago either. We built the demand." It might not be today, but you must create the demand and build the demand. It doesn't just happen at a particular courthouse. It was built by someone who took the initiative.

Courtroom Connect's wireless networks typically cover everywhere an official court reporter works, including court reporter offices, lounges, and courtrooms. Wireless Internet speeds are up to 27 times faster than 56K dial-up, and phone lines are kept free for calls.

The New York-based company has more than 20 permanent wireless and wired data networks in courthouses in California, Delaware, Maryland, New York, and Pennsylvania providing secure high-speed Internet access,

printing, and real-time transcripts to attorneys at the courthouse. Courtroom Connect also offers a trial-specific service that allows law firms litigating in most other courthouses without permanent installations to arrange for services to be available for the duration of a trial.

Courtroom Connect is looking to develop working relations with the court reporting profession because we are the heart and the pump to their product line. In addition, having someone in the courtroom who can oversee the technology enables them to put video streaming, realtime streaming, and evidence streaming in the courtroom. I have it in Courtroom 2000 now. We are in the early phases of piloting the technology. But it works, it is not hard to use and it will certainly add to the base of products that I offer to attorneys and the rest of our reporting team. And it is my hope, once we have it down to a science, that we can expand the technology to other courthouses with court reporters running the technology.

Whether you work with Courtroom Connect or choose to work with another vendor, implementing wireless Internet technology in your courtroom will make a difference.

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