



**Customer: JurisLink**  
**Website: [www.jurislink.com](http://www.jurislink.com)**

Profile: US provider of Internet-based legal conferencing services, enabling attorneys to conduct secure video-conferences remotely with clients housed in correctional facilities.

**Business Challenges:**

1. Reduce costs related to attorney travel to correctional facilities to meet with clients.
2. Between travel and waiting times, an attorney may spend up to ten billable hours just to have a twenty minute conversation with a client.

3. Drive attorney adoption by providing a simple, user-friendly solution that ‘just works’. Eliminate the need for downloads, updates, or configuration steps, such as turning microphones and cameras on and off.
4. Eliminate the need for proprietary equipment typically associated with video conferencing.

**Solution:**

JurisLink offers a cloud service in conjunction with CaféX WebRTC technology to enable confidential video connections between attorneys and clients. Attorneys can schedule and initiate secure virtual meetings with clients from anywhere using only an internet connection, computer and webcam. The client in the correctional facility engages the attorney through a web browser. Facility personnel only need to place the person in the video meeting room at the scheduled time. The kiosk appliance is controlled remotely by the cloud-based JurisLink system.

“Between travel and waiting times, an attorney may spend up to ten billable hours just to have a twenty minute conversation with a client.”

“For the attorney’s side of the client conversation, we initially piloted some commercial video conferencing solutions, but found that any download, update, or configuration steps – such as turning microphones and cameras on and off – tended to confuse the users. When we moved to a WebRTC-based platform, these barriers melted away. The attorney simply opens the meeting link on their computer or tablet at the scheduled time, and the conference just works.”

Slade Trabucco  
President  
JurisLink, Inc.

## Results:

1. 1,400 tax dollars saved for one attorney/client meeting. Attorneys avoid travelling to correctional institutions, stepping through onsite security procedures and managing unpredictable wait times.
2. Public defender’s office in one US county reports savings of \$12,500 per month. An average of 140 secure virtual attorney-client meetings are conducted each month with over \$140,000 saved so far. Another district estimates savings of \$250,000 per year.

## Technology Advantage

Initial pilots with commercially available video conferencing providers gained little traction with attorneys, because users were confused by the need to download clients, update software, plus configure microphones and cameras. Once Jurislink moved to the CaféX WebRTC platform, these barriers melted away. Attorneys can also set up meetings from a range of mobile or desktop devices. The attorney simply opens the meeting link on their computer or tablet at the scheduled time, and the secure conference just works.

## About CaféX

CaféX is a leading provider of enterprise software that enhances mobile applications and websites with real-time collaboration and bridges context across interaction channels to increase customer satisfaction and enterprise efficiency.