

D1 Solutions Leads the Industry By Unveiling a Client Bill of Rights

The anniversary of the United States Bill of Rights sets the backdrop for client rights initiative.

Denver, December 15 2009 – D1 Solutions, a leader in technology, personnel and process solutions for law firms, corporations and government agencies announced today that they are enacting a Client Bill of Rights. More than two centuries after the United States enacted a Bill of Rights guaranteeing citizens a variety of basic rights; D1 unveiled its own version to guarantee their clients an expected level of service and accountability. One of the key areas in which D1 operates is in the litigation support and technology field and they appear to be the first within the industry to have a Bill of Rights for their clients. CEO James Crane believes that being the first in the market in this way is a natural fit for D1 Solutions.

“We’ve always been a little different from our competitors in the litigation support field. Our focus has always been on providing a high-level of service and a consultative approach to foster a long-term business relationship. Being responsive with a commitment to legendary service has always set us apart and the Bill of Rights is an extension of that approach.” President of D1, Keith Montoya further explained how the Bill of Rights serves both D1 and its clients. “In a service-driven industry, you must create an organizational culture that sets the expectations high and exceeds them. Our clients know how much we care because it shows and the Bill of Rights gives our clients, old and new, an idea of what to expect,” explained Mr. Montoya.

The D1 Bill of Rights reads like a wish list for consumers in any industry. Included among the Rights are honest and responsive communications, fair pricing with no hidden fees, high quality services at a great value, prompt and courteous issue resolution by “an actual person,” dedicated representative, to be appreciated, respected, and to expect D1 to support the community as a responsible business. Michele White has more than a decade of high-level client service experience and heads up D1 Clients Services department. For Mrs. White, it was only a matter of putting their actions into black and white. “Our goal has always been absolute client satisfaction and I’m not happy with a job unless I know that our client is happy with the job,” said Mrs. White. She further explained “we’ve always believed our clients had these rights and now we’ve actually put them into the Bill of Rights.”

Two of D1’s leading Account Managers, Pete Smith and Jerry Holt had their own take on the Bill and what it means to D1, their clients, and interestingly their competitors. Mr. Smith stated, “our mindset is that we are only good as our last job. Every project we execute needs to be handled perfectly from the technical aspect to our client service.” Mr. Holt spoke about how the Bill distinguishes D1 from other companies responding that “many companies say service is important but its really all talk, we’re excited about the Bill because it puts it in writing and we ask our clients to hold us to it.” D1’s Chief Operations Officer, Eric Gonzales agreed and added that “ the Bill is something tangible, something that D1 can build upon. When we bring in new talent, they immediately know our attitude about client service.”

About Doc1 Solutions

D1 Solutions provides data, document and media services to law firms, corporations and government agencies in Colorado and nationwide. Founded in 2002, Doc1 is a privately held company and is certified as an SBA 8(a) certified business. The company is headquartered in Denver, Colorado. For more information, visit www.doc1solutions.com.