

# Turning 20 in 2020

Founded in May of 2000, Total Document Solutions, LLC set out with a vision to provide back-office excellence for improving business critical processes and functions within law firm operations. Over the course of the last 20 years, this vision has become a reality. Total Document Solutions – also known as “TDS” – has grown from a small niche organization to an industry leader in customized process improvement enabling clients to focus on their core competencies.



The company is led by the original founding executives and has maintained its privately-held ownership throughout its history. This has allowed TDS to control key strategic and business decisions that have ensured a consistent focus on meeting the specific business needs of its client base.

Dayna Roy, Director of National Operations reflected on the company's 20th anniversary “This has been the fastest and most interesting 20 years of my life. We could not have imagined then that TDS would become a trusted partner to such a number of high-profile law firms.”

TDS has achieved continuing success through the hard work, passion, and dedication of its team members. Investment in professional development of the team, ongoing process improvement procedures, careful attention to detail, and the culture of “customer first” service exists throughout the entire organization. “Our People Make The Difference” is not just the tag line, it's one of TDS' fundamental differentiators.

Bill Graham, Principal and Co-Founder remarked “We have dedicated ourselves to 20 years of customized business process improvements and efficiencies to provide our clients with the highest quality back-office solutions and services. On this special event of our anniversary, we want our clients to understand their trust and support is the biggest driver of our continued growth.”

To this day, TDS is guided by the entrepreneurial spirit of its founders, enabling the organization to constantly push new boundaries and expand its services portfolio. Said Principal and Co-Founder Jennifer Graham, “TDS' strategy of developing solutions that address the changing needs of its law firm clients has driven a culture of service excellence. Our founding beliefs remain our top priority today.”