

CASE STUDY:

Pineywoods Tech & StreamSets Enhanced Operational Efficiency

Overview

An established law firm from Texas represents thousands of claimants in lawsuits across the nation. Their firm practices in dozens of areas such as personal injury, offshore injury, plant accidents, semi-truck accidents, industrial accidents, and medical injuries. Their employees must process cases through their case management system for the sake of efficiency and confidentiality.

The firm needed to migrate from their existing case management system to a more modern case management architecture enabling much-needed advances in workflow efficiency. Their existing system was based on a legacy architecture, which presented multiple technical hurdles should they decide to integrate with a third-party system.

They required technical expertise to migrate to a new, comprehensive case system and integrate that system with its strategic service providers. Processing cases through the new system efficiently would not be possible without the migration. Until the new system integrated both data sets in one place, team members were required to perform data tasks in two places resulting in greater cost and lost time with potentially a higher margin of error.

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Objectives

The firm needed data integration solutions and custom legal workflow automations to enable case processing efficiencies for their employees by:

- Automating the workflow with strategic service providers.
- Migrating historical records data into the new case management system.
- Establishing data integrations with their strategic providers for records retrieval, mass tort settlement services, and claimant appointment setting.

Solution

Pineywoods Tech, a StreamSets systems integrator partner from Texas, recommended the law firm to integrate their case management system with service providers via APIs.

To more fully understand the scope of all workflows, Pineywoods Tech conducted a discovery analysis. The process broke down the workflows into multiple categories; intake, single event, mass tort, and communications. This analysis result provided the necessary data flows and persona identification needed to facilitate further detailed requirements for each integration.

Pineywoods Tech broke the proverbial elephant into pieces. The first integrations Pineywoods Tech performed were between the firm and their strategic

service provider for mass tort settlement. This made it possible to integrate the firm's case management system with an online database through an extract, transform, and load (ETL) platform to pull communications log data. This is where StreamSets platform was identified as a solution and deployed, which allowed the team to eliminate an entire workflow process previously used to manually load the same information.

Next up on the priority list was to integrate records retrieval. Pineywoods Tech leveraged StreamSets to build pipelines between the records retrieval system and the case management system that incorporated data for new record orders and updates to existing orders. Data included status information, notes, steps, and the actual records themselves (which came from both structured tables and unstructured files from a back-end SQL server). The firm's employees no longer needed to email order data or status information or log onto the vendor portal to download files. Automating this workflow with StreamSets proved extremely valuable, simplifying, speeding the process, and saving both time and money.

The firm also partnered with a strategic service provider that helped manage claimant appointment setting for large dockets. Pineywoods Tech built multiple integrations to facilitate direct data flow between this strategic service provider and the case management system in order to expedite and automate communications between all parties. The firm's team members kicked off a new process for appointment scheduling that eliminates the

need for manual email communications and managing file shares. Leveraging StreamSets data integration capabilities saved their employees time and increased the quality of the claimant experience.

Results

Using APIs and data integration, Pineywoods Tech streamlined data flows and implemented a workflow automation solution that meets the firm's requirements to improve case processing efficiencies, allowing them to focus on getting the results their clients deserve. As result, they experienced the following benefits:

- **Streamlined data flows**
- **Automated workflows**
- **Reduced processing time**
- **Improved data quality**
- **More time for clients**

Furthermore, team members were able to experience a boost in operational efficiency which resulted from cutting their workload in half since they were no longer required to perform the same data tasks in two places.

About StreamSets

StreamSets, a Software AG company, eliminates data integration friction in complex hybrid and multi-cloud environments to keep pace with need-it-now business data demands. Our platform lets data teams unlock data—without ceding control—to enable a data-driven enterprise. Resilient and repeatable pipelines deliver analytics-ready data that improve real-time decision-making and reduce the costs and risks associated with data flow across an organization. That's why the largest companies in the world trust StreamSets to power millions of data pipelines for modern analytics, smart applications, and hybrid integration.

To learn more, visit www.streamsets.com and follow us on [LinkedIn](#).