

Case Study

Platform Rescue to Digital Innovation: Transforming Mass Tort Case Management

The Client

The client is a leading provider of tech-enabled litigation support for plaintiff law firms, specializing in mass tort and mass arbitration services.

They deliver end-to-end solutions including intake and validation, medical records retrieval and review, automated form completion, and case development for high-volume litigation matters.

Their focus is enabling law firms to handle complex, large-scale litigation efficiently while maintaining compliance, accuracy, and trauma-informed client engagement practices.

The Challenge

The client's case management platform for high-volume mass tort and arbitration cases was failing due to system instabilities, manual intake processes causing high client dropout, and missing automation, mobile access, and compliance controls that put sensitive data at risk.

- ✓ **Platform instability:** created disruptions across intake, validation, and case-management workflows.
- ✓ **Manual, error-prone intake processes:** resulted in high fallout rates and frequent data inconsistencies.
- ✓ **Limited case visibility:** resulted from missing dashboards and insufficient real-time reporting capabilities.
- ✓ **Scalability limitations:** did support increasing case volumes and workflow demands.
- ✓ **Secure communication:** required compliant, role-based portals for plaintiffs and staff.



Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include:

LANGUAGES

- .Net
- ANGULAR 18

PLATFORM

- Microsoft SQL Server 2022

INTEGRATION

- Communication APIs (SMS, Email)
- Analytics dashboards
- Source Control: Git
- CI/CD: Automated deployment pipelines

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

Solution Highlights

Telliant delivered a modernized platform that transformed the client's ability to handle complex litigation workflows. By resolving critical issues, upgrading core components, and adding high-impact features, the solution stabilized operations while enabling long-term scalability and compliance.

- ✓ **Stabilization & Workflow:** Technical audit resolved system instability and workflow errors.
- ✓ **Automated Form Completion:** Scalable engine with intelligent validation reducing manual labor and compliance risks.
- ✓ **Mobile App & Data Visibility:** Real-time case status and trial readiness insights.
- ✓ **Secure Portal & Compliance:** Bank-grade security with role-based access and audit trails.

Insights and Results

The platform was successfully rescued and modernized, enabling faster, more accurate case processing while reducing costs.

- ✓ **Reduced manual intake errors by 60%** through automated form generation and validation.
- ✓ **Increased plaintiff engagement by 40%** through trauma-informed outreach and mobile access.
- ✓ **Improved real-time visibility,** with dashboards and mobile tools.
- ✓ **Enhanced security and compliance,** achieving 100% role-based access.
- ✓ **Scaled capacity to support 3x more cases** without adding staff.

