CASE STUDY

Automation & Data Engineering Solutions for a Multi-State Litigation Law Firm

CONTATA

OVERVIEW

Our client, a multi-state litigation law firm with a strong presence in Golden Valley, Minnesota, and additional offices in Arizona, Iowa, Nebraska, Utah, Wisconsin, and California, specializes in representing businesses in all aspects of litigation through the judgment collection phase. With deep connections to top credit card companies and banks, the firm helps financial institutions and creditors effectively address financial challenges and acts as a reliable debt collection agency, assisting clients in recovering money owed on overdue accounts.

CHALLENGES

Our client has an intake (data ingestion) process currently being managed with multiple separate utilities, in which the placement files get transformed and validated and ingested into a third-party risk profiling system.

INDUSTRY

- Legal Tech

SERVICES

- Automation
- Digital Transformation
- Custom Software Development

TECHNOLOGY

- C#
- Web API
- Angular
- SQL Server
- Entry Framework

The third-party system generates demand letters from it. So, our client wants a unified solution where users are not required to trigger different utilities separately. Multiple utilities will be replaced by the automated system for the file transformation and validation process where users will be notified in case of any validation issues with reasons by alerts in form of an email.

SOLUTION

Contata deeply undergoes the end user pain points and analyzes how different utilities are being used, what are the manual validation and the processes they follow in the intake process after all this we proposed a web-based automation tool that works in five stages:

- **Load**:- Retrieve data from multiple flat files that can be located at different sources (email, FTP, etc.)

- **Extract**:-Interface to load files into the database.

- **Convert/transform** :-Execute rules for mapping.

- **Validate**:- Validate the content type.

- **Enrich**:-Automatically add in any missing details and give people the option to edit them manually.

Apart from these core features our application also provides additional features such as single sign-on, a scheduler for loading files periodically, a user-friendly interface for managing transformation rules, and email-based alerts for configurational issues.

All in all, Contata streamlines the intake process completely, providing a customer with a superior experience and giving a client a top-tier standing among their competitors.

BENEFITS

- Build an automated process to diminish the need for manual verification/adjustment.

- Minimize the amount of time of user needs to dedicate to looking for the supporting documentation and validating the demand letter.

- Cut down on expenditures related to the running of the business.

- Developing cutting-edge technologies and tools that will significantly enhance performance and expand functionality.

About Contata

Contata Solutions is a trusted leader in technology and digital innovation. Through our work in data engineering, data analytics, machine learning, marketing automation and app development, we deliver solutions that address complex problems in ways that are simple, insightful and impactful.

Our promise and value proposition to our customers is simple: we leverage our deep technical expertise and global presence to bring software products and data-driven decision capabilities to life.

Founded in 2000, Contata is a privately-held company headquartered in Minneapolis that serves clients globally from offices in the United States and India.