

Delivering cost and process optimizations

America's largest personal injury law firm aimed to use AI to improve their discovery process and wanted a proof of concept (POC) to understand business impacts.

◆ THE CHALLENGE

A change in state law created a surge of new cases and their internal processes needed to speed up to keep up with the requests.



◆ THE SOLUTION

Andela assembled a fully managed POC engagement to show the impact of the law firm's AI use case.

In two weeks, a managed team of five Andelans developed a working integration with their Salesforce infrastructure that can handle conversations for client cases with ChatGPT.

The POC project integrated OpenAI API into the client's Salesforce to process conversations between the chatbot and client structured data. It documented the authentication requests and conversations using a Kubernetes service.

◆ THE RESULT

This Salesforce chatbot MPV could search 2,000 documents, extract key information, and insert the information into an email template to be sent to opposing counsel in record time.

They saw their discovery process shrink by 99% from 5 business days to 10 seconds.

5
Andelans
working together

2
weeks of
collaboration

2k
documents
handled

99%
reduction in
process time

Tools used

AzureOCR	Salesforce	React
ChatGPT	CosmosDB	Javascript
Kubernetes	Redis	Python
AWS S3	Node Js	Github

Technical expertise

Javascript	Salesforce
Node.js	Python
Kubernetes	PostgreSQL
React	