

Case Study

Portfolio Company
Accelerates Legal &
Compliance Decision-
making with an **AI-Powered
Intelligence Platform**



Customer Overview



Customer

A global cash management technology provider.



Profile

The legal and compliance services firm supports regulated enterprises with contract management, regulatory compliance, and legal documentation.



Industry

Legal Services / Compliance & Regulatory Advisory



Services

Enterprise AI platform
Development, Azure OpenAI & LLM
Integration, Cloud-native
Application Development,
Containerization & Azure
Deployment, Security & Identity
Management.

Business Need

The organization encountered significant challenges in modernizing legal and compliance workflows while ensuring strict adherence to enterprise security standards and regulatory requirements.

Key challenges included:

- Manual, time-intensive review of legal and compliance documents
- Limited ability to extract insights from large volumes of unstructured data
- Lack of natural-language access to internal knowledge repositories
- Security and access-control requirements in a high-compliance environment

The organization sought to modernize its legal and compliance workflows by introducing AI-powered intelligence while maintaining enterprise-grade security and regulatory compliance. It required a secure, scalable, and configurable AI platform that could accelerate document intelligence without compromising governance or data privacy.



Solution and Approach

Synoptek implemented a secure, AI-powered enterprise chatbot and document intelligence platform built on Microsoft Azure. The solution was designed with a modular, cloud-native architecture to enable rapid deployment, scalability, and future extensibility. Key elements included:

AI-powered Natural Language Interface

Enable users to interact with internal documents and data using conversational AI, enabling instant access to insights without technical expertise.

Multi-model LLM Integration

Support for Azure OpenAI (GPT-4, GPT-4o, GPT-5) and open-source models such as Llama, allowing flexibility across use cases and compliance needs.

Custom Knowledge Base with RAG

Secure ingestion of PDFs, DOCX, Excel, CSV, and text files using Retrieval-Augmented Generation (RAG) and semantic search for accurate, context-aware responses.

Automated Legal & Compliance Intelligence

Clause extraction, document summarization, OCR ingestion, translation, and AI-generated memos streamline complex legal workflows.

Enterprise-grade Security & Governance

OAuth 2.0–based SSO with Microsoft Entra ID, role-based access control (RBAC), encryption, and audit logging ensures compliance and data protection.

Scalable Azure Deployment

Fully containerized deployment using Docker and deployed via Azure Container Apps and Azure Container Registry for consistent, scalable rollouts.



Business Benefits

The AI-powered platform delivered enterprise-wide impact by transforming how legal and compliance teams access, interpret, and act on information. By embedding intelligence directly into daily workflows, the organization moved from reactive, document-heavy processes to proactive, insight-driven operations.

Operational Efficiency

- **90%** reduction in document turnaround time
- **70%** reduction in manual drafting and compliance preparation
- Download feature enabled users to easily capture and reuse content, significantly reducing manual effort

Better Decision-making

- Real-time summarization of compliance reports
- Natural-language search across legal and regulatory documents
- Executive dashboards provide improved enhanced visibility into regulatory updates

Security & Compliance

- Secure role-based access to sensitive legal and compliance data
- Hardened authentication to prevent session-level vulnerabilities
- End-to-end encryption and audit logging

User Experience

- Immediate, AI-generated responses with near real-time performance
- Interactive prompts, pop-ups, and guided AI assistance
- Empowered non-technical users to leverage AI effectively

About Synoptek

Synoptek is the first IT Managed Experience Provider (MxP™), delivering AI-enabled automation, strategic modernization, and experience-led outcomes. Its services span Cloud and Agile Infrastructure, Business Applications and Platform Development, Customer and Employee Experience, and Cybersecurity. With a business-first approach and a global delivery model, Synoptek helps organizations optimize operations, accelerate transformation, and achieve measurable results—guided by a culture rooted in growth, ownership, inclusiveness, and philanthropy.



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