



HEXAWARE

Advancing Medico Legal Services with AWS Cloud-Native SaaS

Document Intelligence
for Operations Efficiency

Case study

Client

| Client

Challenge

Solution

Benefits

Summary

A Pioneer in Medico Legal Tech Innovation

Our client is a global medico-legal technology company focused on the Personal Injury (PI) sector. Their platform enables attorneys to quickly access accurate medical insights, simplifying complex case reviews.



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Reinvention of its Digital Medico Legal Services Platform

The client's Medico-Legal Services (MLS) team was held back by fragmented OCR-based tools and manual workflows. Reviewing medical documents involved:

- Manual redaction and keyword searches (pain, treatments, medications, etc.)
- Creating medical chronology reports by hand
- Handling multiple formats — scans, PDFs, handwritten notes

This led to:

- Slow, costly case reviews
- Lower accuracy in extracting key data
- Heavy strain on attorneys from repetitive analysis

To overcome these barriers, the client turned to reinvention — a cloud-native SaaS platform powered by AI/ML to digitize processes, boost efficiency, and cut costs.



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An AI Document Analysis Platform with AWS

To modernize medico-legal case reviews, our client set out to build a cloud-native, AI-powered SaaS platform on AWS. The platform is designed to be secure, scalable, and intelligent, giving attorneys faster access to accurate medical insights. Hexaware partnered with them to bring this vision to life, combining deep legal-tech knowledge with proven AWS data and AI platform engineering expertise to deliver a solution for Personal Injury (PI) services.

Planning the layers for Innovation

Hexaware's expertise was not just in assembling AWS components, but in layering them to deliver business impact. Each layer was designed to solve a specific challenge and build on the next:

- Automation Layer – Redaction, keyword search, and data extraction reduced manual effort.
- Intelligence Layer – Generative AI summaries delivered faster insights from complex documents.
- Scalability Layer – Multi-tenant SaaS ensured the solution could grow with business demand.

AI Document Analysis Built to Scale

To ensure the platform was both powerful and future-ready, Hexaware structured delivery into five interconnected innovation layers:

Layer 1: Centralized Data and Storage

All medical records were consolidated into a secure repository on Amazon S3, with Amazon OpenSearch enabling dynamic keyword-driven searches across large case files.

Layer 2: Automation and Redaction

Advanced workflows automated redaction and sectional data extraction for pain, injuries, treatments, medications, and ICD/CPT codes using AWS Textract for OCR processing.

Layer 3: Generative AI Intelligence

AWS Bedrock with Claude 3, supported by Aurora MySQL + PostgreSQL (Vector DB), enabled AI-driven summarization, transforming complex records into concise, accurate medical chronologies.

Layer 4: Multi-Tenant Security

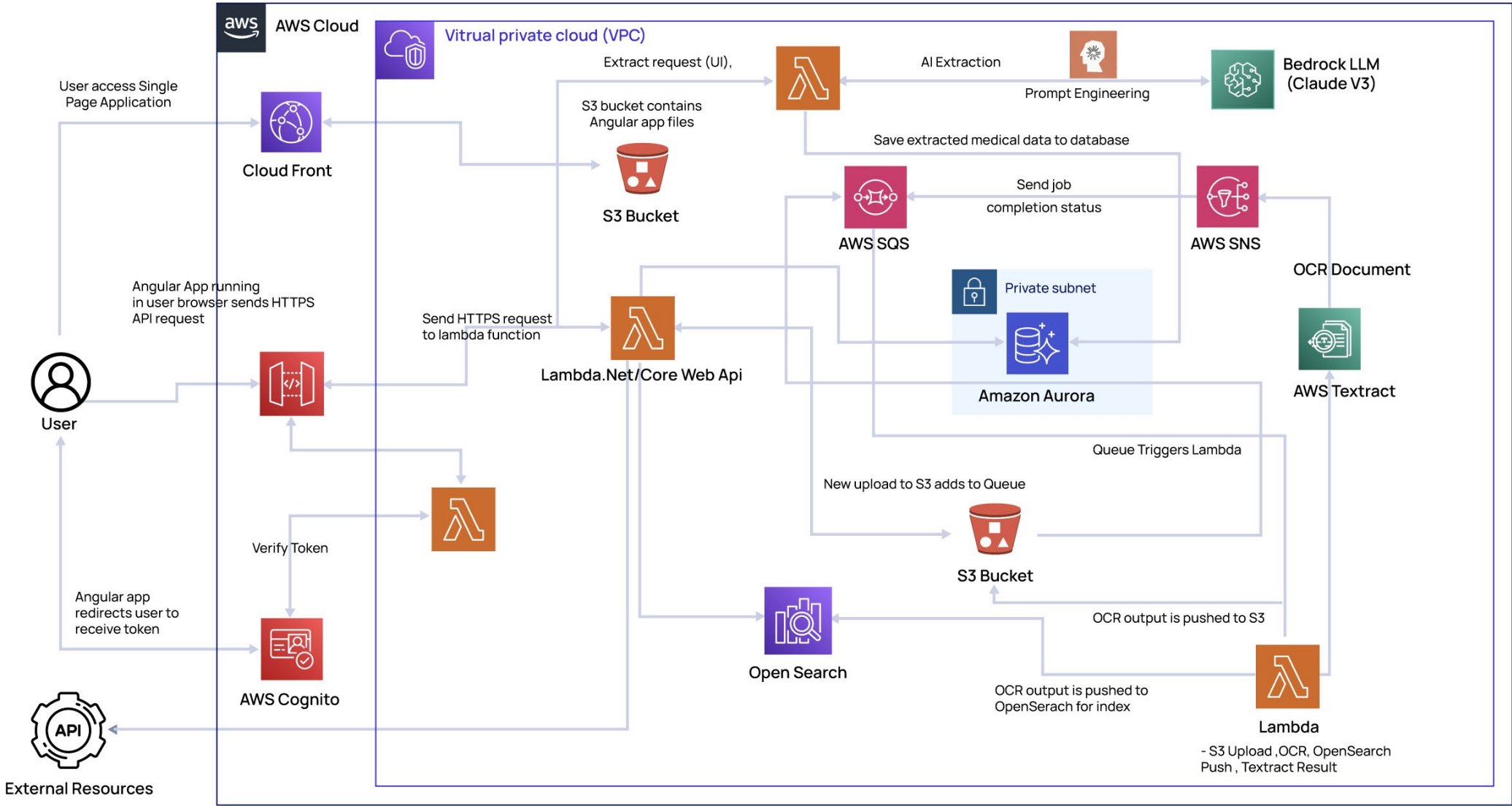
The SaaS design, powered by AWS Cognito, GuardDuty, Inspector, and WAF, provided tenant-level data separation, ensuring compliance, scalability, and seamless integration into enterprise systems.

Layer 5: Scalability and Continuous Updates

With AWS Lambda & .NET Core APIs, the platform could scale effortlessly, integrate documents on demand, and deliver seamless upgrades with minimal infrastructure overhead.

Solution

Solution Architecture Flow



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Advanced Medico-Legal Services

By adopting cloud-native SaaS, AI automation, and generative intelligence, the client has taken its medico-legal services platform to the next level. Attorneys can now get accurate insights faster, spend less time on repetitive tasks, and focus on delivering stronger case outcomes — setting a new benchmark for efficiency and precision.

50–75% Faster Medico-Legal Reviews

Automated workflows accelerated document processing and chronology creation, enabling attorneys to focus on case strategy instead of repetitive paperwork.

15–20% Improvement in Data Accuracy

AI-driven extraction enhanced precision in identifying treatments, medications, and pain details, reducing errors and strengthening case outcomes.

40–60% Reduction in Review Costs

By replacing manual effort with automation and AI, operational expenses dropped significantly while maintaining quality at scale.

New Revenue from Scalable SaaS Delivery

The multi-tenant platform allowed the client to expand services into new segments and markets, driving additional revenue streams.

Faster Innovation with AWS-Native DevOps

Cloud-native automation and DevOps practices enabled quicker deployments and seamless upgrades, ensuring agility in a dynamic legal-tech market.

Attorneys Empowered as Strategic Advisors

With manual review burdens reduced, attorneys could shift their focus from data extraction to higher-value legal analysis and case strategy.



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Into the Future of Medico-Legal Services

Medico-legal services have long been held back by paperwork and slow, manual steps. The client wanted a better way. By moving to the cloud and using AI, they built a secure, scalable platform that makes case reviews faster, more accurate, and easier to manage.

With AWS at the core and Hexaware’s industry cloud engineering expertise, they’re not just keeping up with change — they’re shaping the future of Personal Injury (PI) legal space.



Shift to Faster, Smarter Medico-Legal Services with AWS

Learn how Hexaware's cloud expertise with AWS can simplify processes and make your services more reliable and scalable. Reach out to marketing@hexaware.com to get started.

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

Get in touch