

Independent QA & Automation at TDLR and NYC DSS



CASE STUDY

Case Study

Synaptein Solutions Inc. | Case Study Series

Client Challenges

TDLR faced backlogs in licensing and inspections due to manual processes, while NYC DSS needed modernization of its case management systems with unbiased validation. Both agencies required solutions that improved efficiency, ensured compliance, and protected stakeholder trust.

Synaptein Solutions

Synaptein applied an independent QA and automation-first approach:

- For TDLR: Implemented UiPath-based RPA operating model, automated repetitive licensing workflows, and validated compliance.
- For NYC DSS: Introduced independent QA governance, validated Curam integrations, and delivered compliance traceability and defect management.

Results & Impact

- 40% reduction in backlog of licensing tasks at TDLR
- Faster and more accurate reporting at NYC DSS
- Improved compliance and audit readiness for both agencies
- Reduced rework costs and greater stakeholder trust
- Enhanced citizen service delivery through automation and reliable systems

Value Delivered

By providing independent QA and automation expertise, Synaptein enabled TDLR and NYC DSS to modernize operations, improve compliance, and deliver measurable benefits to citizens. Both engagements demonstrate Synaptein's ability to protect agency interests and ensure success in public sector modernization.