

**Industry**

Background Screening (CRA)

**Use Case**

High-volume case formation

**Automation Scope**

Synapse Case Formation Bot

**Operating Model**

Human oversight with software-driven execution

**Timeframe**

Production deployment beginning mid-2025

**About Synapse**

Synapse is Cerebrum's screening processing engine, built in partnership with TazWorks to automate high-volume screening workflows with continuous control and audit.

Rather than focusing on a single task, Synapse provides a configurable screening processing automation layer that interprets incoming orders, applies screening rules, assembles cases, routes work, and continuously audits outcomes across the core stages of the screening workflow.

**Featured Case Study**

# Scaling Screening Without Scaling Staff

In 2025, JDP, a national background screening provider on the TazWorks platform, partnered with Cerebrum to modernize one of the highest-volume and most operationally constrained parts of its screening workflow: case formation.

As screening volumes continued to rise and seasonal demand spikes became more pronounced, JDP needed a way to increase processing capacity and operational efficiency without continuing to scale headcount linearly with volume.

**The Challenge**

JDP operates in a high-volume, high-velocity screening environment where operational efficiency and demand directly determine service levels and growth capacity.

As volumes increased, one specific function became a recurring constraint: manual case formation. This process required trained staff to interpret incoming orders, assemble search scopes, apply business rules, and construct cases before downstream screening could even begin.

As demand grew, this created several structural challenges:

- Processing capacity was **limited by human processing** speed and staffing levels.
- Peak periods **required advance hiring and training** to avoid backlogs.
- Operational planning had to assume **linear headcount growth** alongside volume growth.

It became clear that if JDP wanted to continue scaling without adding proportional operational overhead, case formation itself had to become a software-driven capability rather than a human-limited one.



## The Solution

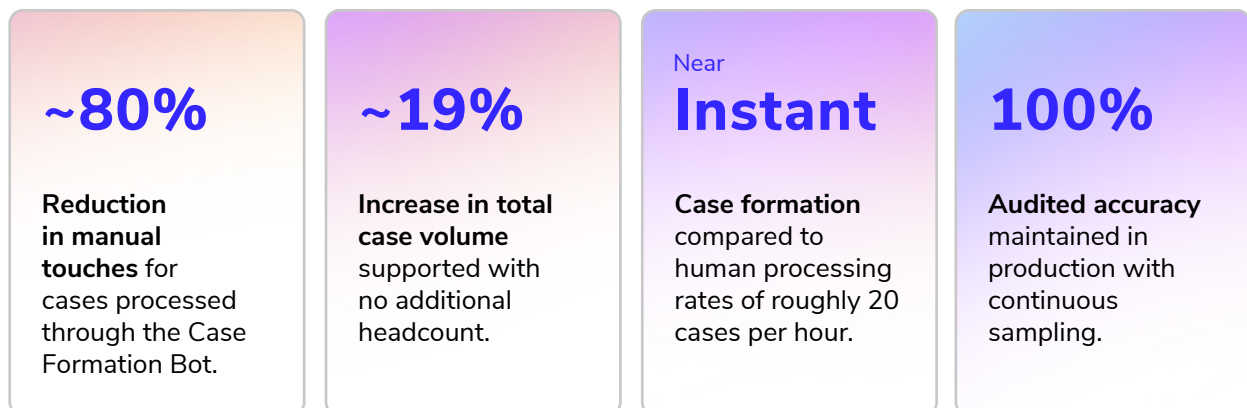
JDP worked with Cerebrum to deploy the Synapse Case Formation Bot directly into its production workflow.

- **Case formation** would be executed automatically based on JDP's rules, naming conventions, and workflows.
- **Human teams** would shift from manual construction to oversight, exception handling, and auditing.
- **Processing capacity** would be governed by system capacity rather than staffing levels.

Once deployed, Synapse began building cases in near real time, replacing a process that had previously been constrained by human processing speed and shift capacity.

## The Result

With Cerebrum Synapse in production, JDP achieved a significant increase in operational performance in one of its highest-volume workflows:



With Synapse in production, JDP supports ~10% business growth with only ~1% growth in case formation staff, shifting case formation from a staffing-limited function to a software-scaled operational capability.