



PREMEX AT YOUR SERVICE

How Premex's diverse range of services has brought extensive commercial benefits to Napthens' claims handling process...

CUSTOMER CASE STUDY

RESULTS AT A GLANCE



- Increased attendance rates, reduced costs and a faster claims process
- Shortened PI case lifecycle
- Overheads kept to a minimum
- Clients travel an average of four miles to an examination
- A friendly, helpful and above all efficient service

BACKGROUND

Napthens solicitors provides a wide range of legal services to meet the needs of both businesses and individuals. Based in Lancashire, the firm deals with clients nationwide and handles personal injury cases ranging from minor injuries through to complex claims worth in excess of £1million.

Operating from offices in Preston, Blackburn, Chorley and the Fylde, and able to trace its roots back to the 18th century, Napthens is recognised for being a dynamic, forward thinking practice. And, with circa 200 staff, including 30 Partners, it proudly boasts a reputation for excellent client service.

THE CHALLENGE

As with every personal injury practice, in what has become an intensely competitive market place, Napthens is under pressure to provide more proactive, more efficient and more affordable services to its clients – pressure made all the more intense by 2010's MoJ reforms to the personal injury claims process.

Napthens faces a constant challenge: to reduce the administrative burden and free up time for fee earners to generate income, without compromising on standards of client service. When partnerships with external suppliers are entered into, therefore, Napthens must be confident that systems and processes will be better, faster and simpler than before.

THE SOLUTION

Premex provides Naphthens with a full range of outsourced business support but the key to the success of the relationship isn't in what's provided, rather, it's in the way it's provided. Service, quality, accuracy and efficiency underpin Premex's operating philosophy and set its delivery apart.

Premex Service's finely tailored medico-legal reporting service and administrative solutions improve productivity and strip out unnecessary and potentially costly human interventions, bringing case life cycles and costs down significantly.

Vu, Premex's online appointment booking facility, provides unmatched immediacy and convenience in the field of medico-legal assessments and is a tangible demonstration of this approach. Combined with access to the largest panel of medical experts in the UK, covering all disciplines, it offers Naphthens unrivalled choice and flexibility when arranging examinations.

All communications are channelled through a dedicated, knowledgeable and multi-disciplinary team of case handlers, assigned specifically to Naphthens. Staff are personally contactable and available to discuss any case queries and updates.

Premex is committed fully to automating its processes meaning that Naphthens can receive all medico-legal communications electronically, reducing wastage and postal delays, with up to the minute industry news and key service developments delivered via a monthly electronic bulletin, Premextra. This ensures that communications are timely, effective and valued.

Through Premex Services, as part of the broader Premex Group, Naphthens have access to a diverse range of complementary services including the most effective and appropriately timed rehabilitation programmes for clients as well as the benefits of using 'i-sign', the Group's document explanation, signing and collection service.

TANGIBLE RESULTS

Naphthens began working with Premex in 2002. Since then, its reliance on the services provided by the specialist outsourcer has grown and their relationship has strengthened on the back of the significant commercial benefits the partnership brings:

- Access to Vu which enables convenient medical appointments to be booked online at the first point of contact with new clients. Clients travel, on average, just four miles to an examination which increases attendance rates, reduces costs, speeds up the claims process, and delivers better service and satisfaction levels all round.
- Access to a comprehensive nationwide panel of over 9,000 medical experts, covering all disciplines, as well as a broad range of complementary services, like rehabilitation, providing Naphthens with a professionally outsourced 'one-stop shop' for all of its personal injury clients' needs.
- The PI case lifecycle has been shortened in the last year or so thanks to the increased electronic transfer of all medico-legal information between Premex and Naphthens.
- Consolidated industry knowledge, client familiarity and process efficiency, created through bespoke customer-centric teams, working for the benefit of the firm.
- Overheads kept at the minimal level because people are dedicated to the parts of the claims process where they add value; additional expertise is readily available as well, whenever it's needed to supplement in-house resources.
- Constant technological innovation, attention to detail and a focus on quality standards, as measured by a dedicated team, which consistently surpasses expectations.

DON'T TAKE OUR WORD FOR IT. Terry Griffin, Partner and Head of Personal Injury for Naphthens, explains:

"We pride ourselves on providing a friendly, efficient, ethical and transparent personal injury service that's built around our clients' needs."

"In Premex Services we have found a supplier that mirrors our approach to business. Having worked with other agencies in the past, I can confidently say that the team at Premex provides us with an innovative, responsive, friendly, helpful and above all efficient service, helping us deliver first class outcomes in better timescales."

"They are organised in the way that best suits us, providing service that is significantly ahead of what's on offer elsewhere in the industry. Service isn't just a clause in a contract for Premex, it's a business ethic which they consistently deliver upon."

Premex Services Ltd

Premex House, Futura Park, Middlebrook, Bolton, BL6 6SX.
Tel: 01204 478 300 www.premexservices.co.uk



Premex Services is the UK's leading provider of medico-legal reports and services to the legal profession and the insurance industry. Premex produces over 140,000 reports a year and works with over 9,000 medical experts across the UK. As an industry leader in the provision of medico-legal reports, Premex Services ensures all cases are handled with professionalism, speed and accuracy, focusing on the delivery of unparalleled customer service from initial instruction through to the final report.