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ABOUT PREMEX SERVICES

Premex Services is the UK's largest provider of medico-legal reports and services, including rehabilitation and diagnostics, to the legal profession and the insurance industry.

With a panel of over 9,000 medical experts, Premex Services handles in excess of 140,000 medico-legal reports per annum with a customer base spanning the leading insurance companies and personal injury law firms. As befits the market leader, Premex Services provides a service unmatched by others in the sector, through a commitment to continually improving the high standards of customer care, focusing on delivering a fast, accurate and friendly service.

Established in 1996, Premex Services is supported by a team of 220 employees operating from its 16,000 sq. ft high tech headquarters in Bolton. Strengthened by a commitment to growth, continuous investment in a unique IT infrastructure and a rock-solid administrative back-up, Premex Services' levels of client service and customer care continue to set new standards for the industry.

COMMITMENT



MOTIVATION

SERVICES

MEDICO-LEGAL REPORTING

Instructions received by Premex Services are handled with a superior level of efficiency, speed and accuracy. All cases are processed through a bespoke workflow system, designed to meet the demanding requirements of all customers.

Through a continuous programme of investment, training and development across all departments, Premex Services ensures that staff members always have the best resources and greatest motivation. The close-knit infrastructure of individually specialised teams ensures delivery of the caring and efficient service expected from an industry leader.

REHABILITATION

Reinforcing Premex Services' commitment to remain at the leading edge of service provision, the company offers a nationwide rehabilitation service.

Early rehabilitation is recognised as being essential in returning an injured person back to their pre-accident state. Premex Rehabilitation provides the most effective service solution,

determining at an early stage which injuries are likely to persist and might, therefore, benefit from formal assessment and, if necessary, treatment. The goal is to avoid a 'one size fits all' approach to rehabilitation.

DIAGNOSTICS

Integral to the industry leading service offered by Premex Services is a national diagnostic service. This service may be requested by the medical expert to ensure all clients are given an accurate diagnosis in accordance with Premex Services' commitment to the highest professional and ethical standards.

Premex Services has a dedicated diagnostics team that can cater for all requirements including, but not limited to, MRIs, X-rays, audiograms, nerve conduction studies (NCS), bone scans, CT scanning and ultrasound. As the UK's largest provider of medical reports and services, Premex's unique relationships with partners ensures prices are always competitive. In addition, providing a nationwide service enables your client to be offered local appointments wherever possible.

CLIENT CARE

Excellence in client care is at the centre of all Premex Services' values. As well as being leaders in technology, and quality of service, Premex Services is proud to be benchmarking high standards of customer service.

As a new customer to Premex Services, clients can feel confident that all new instructions or nomination requests will be handled thoroughly and efficiently, ensuring that all requirements are met at the start of the relationship. With a dedicated account manager, customers are always guaranteed to have a single point of contact for any enquiry.

OUR PEOPLE

Premex Services recognises that its people are at the forefront of its success. At the heart of the continued growth and achievement of the company is a group of incredibly skilled and dedicated employees, supported by a dynamic management team. Boasting a wealth of experience and industry knowledge, the entire workforce is highly motivated and completely committed to improving its services.

In January 2006 Premex was awarded the Investors in People accreditation. In order to achieve accreditation, Premex implemented a range of initiatives including improved communications between the board and employees, staff forums and award schemes. Premex Services is also proud to be members of 'Action for Young People,' a body which promotes placements for school leavers and those requiring work experience. Premex is currently working towards ISO 9001 (2002) accreditation.





SUPPLIERS

Premex Services understands the key to providing a good service is to work with the best people. Stringent authentication tests must be passed by all medical experts before joining the team and all subsequent working relationships are close and long lasting. All panel experts are continually assessed by the Premex Services medical liaison team, through report audits, on-site visits and client satisfaction feedback forums.

Premex maintain key performance levels, ensuring its provision of services reaches the standard expected from the UK's largest medico-legal service provider. The levels of attention and support offered reinforce Premex Services as the natural choice for medical professionals who value excellence and quality.

PERFORMANCE

IT

Premex Services uses a leading workflow management system [E-works from Metastorm] to build case management systems across all business units. This, along with its formal project office, gives Premex Services both the capacity and capability to plan, manage and deliver projects to a superior standard.

The company's hardware infrastructure has received significant investment providing capacity to support its requirements well into the future. Premex has worked with its customers to engineer technological solutions for the transfer of work. Many customers benefit from integrated electronic systems allowing for instruction and delivery of file updates and reports via VPN. The whole process of dealing with a case is therefore controlled by an innovative system using best in breed technology.

CORPORATE SOCIAL RESPONSIBILITY

Premex Services has long recognised that a commitment to protecting the environment is an integral part of managing its business, and that environmental performance has a direct relationship with overall performance. There is always room for improvement and Premex Services is committed to continually looking for ways to enhance the lives of its internal and external local communities, as well as reducing the operational impact on the environment.

As part of the Premex Group, Premex Services is taking an eight step approach to reducing its impact on the environment; these activities are divided into three separate areas:

- Working with the local community
- Mitigating harmful activities
- Planning for the future





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