

# PREMIER

## medical group

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### EVIDENTLY BETTER PRACTICE

*“The benefits of the robot doing the routine sorting of emails to functional teams gets customer quicker response”*  
said Jonathan Tyrrell, Operations Manager.

#### Making contact quicker

Premier Medical provide medical reporting, screening, rehabilitation and diagnostic services to the personal injury claims market.

An organisation founded upon independent medical opinion and a flexible service ethos, a business with the strategic vision of being the provider of the highest-quality medical reporting screening services in the UK.

Dealing with 1,000's of emails a day arriving to progress the cases being handled by the business presented an operational challenge.

Ether Solutions implemented UiPath to deploy software robots to automate the activity. Now every email that arrives in the Customer Services inbox is examined for information and compared with data in the CRM, so that the emails can be accurately assigned to the right functional teams for quicker processing.

The UiPath software robots examine the Office 365 email to discover any key reference information. The solution caters for repeated use of the same references as well as identifying when different references are used in the same email.

The discovered reference information is used to lookup details on the case from the CRM and determine which of the functional teams are currently working with the material and hence who needs to see the email.

Once the solution was working for the Customer Services inbox, with a few changes to the parameters the same robot is used to process the inboxes of the different functional teams for any emails that are sent directly to the teams. The basic process of discovering reference information in the emails and allocating the emails to the team members progressing the case is repeated.

[www.ether-solutions.co.uk](http://www.ether-solutions.co.uk)

*Intelligent Automation for  
Productivity and Quality*

*RPA - Robotic Process Automation – UiPath*

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