



Mobile Doctors



Mobile Doctors specialises in providing accurate medical evidence reports for use in a range of court cases, including personal injury, negligence and public liability enquiries.

The Company – Mobile Doctors

Mobile Doctors is the UK's longest established and market leading provider of medical evidence. Founded in 1989, the company utilises a nationwide network of specialist examiners and GPs to draft its reports and works closely with many of the UK's leading insurance companies, solicitors and loss adjusters.

The organisation provides all of its experts with regular training so that they are equipped to coherently write reports and give reliable information under cross-examination in court. Mobile Doctors undertakes the complete arrangement of the medical examination, liaising directly with the claimant or third party solicitors if requested, and commits to returning a completed report within two weeks of examination (subject to availability of notes and x-rays).

The Challenge

With huge numbers of documents to manage, Mobile Doctors opted to implement Esker's DeliveryWare solution to provide:

- Effective integration with the company's existing document imaging system
- A significant reduction in the number of documents that need to be printed, improving environmental practices
- Dramatic cost savings of 78 per cent and the ability to slash stationary budgets thanks to electronic communications
- Capabilities to increase the amount of documents the company can handle, therefore increasing revenue

A disparate system

Mobile Doctors was previously using a line of business application that was developed internally to construct and manage business documents.

Steve Hawes, IT Director at Mobile Doctors comments, "The previous solution we had in place just wasn't conducive to effective and streamlined processes. It couldn't be integrated with our document imaging system, which meant that all of our documents had to be printed, which was hugely time consuming."

Once a document was constructed and submitted to the next relevant system in the delivery and dispatch process, staff at Mobile Doctors had no control over the visibility or status of the document. This meant that there were constant requests to the IT department to ascertain whether documents had been sent out, how they were dispatched, e.g. by print, fax or email, and if they had been delivered. This caused a drain on internal resources and meant that customer queries could not be answered immediately over the phone as the information had to be obtained from the IT department.



"The previous solution we had in place wasn't conducive to effective and streamlined processes."

Steve Hawes ■ IT Director ■ Mobile Doctors



“It previously cost us around £1 per document to print, pack and post and we have since seen this cost reduce by around 78%. For the number of documents we are dealing with, this is a massive bonus for the business.”

Steve Hawes ■ IT Director ■ Mobile Doctors

Curing the paper problem

“We investigated a number of potential solutions and opted for Esker DeliveryWare,” states Hawes. “Esker is a specialist in automating document processes and this particular solution could help us speed up and control the current paper-based system, as well as provide full visibility of the procedure. It integrated seamlessly with our current document imaging solution and provided us with other opportunities to improve business processes.”

Due to the nature of Mobile Doctors’ business, there are a number of destinations that documents need to be sent. Whether this is to claimants, suppliers or solicitors, a number of outbound documents are produced and dispatched. With the Esker DeliveryWare system, documents can immediately be sent out via fax or email, saving time, money and resources. Anything that does need to be printed is saved on the system and a single print run is instigated so that all documents can be sent out in one batch – reducing postal costs.

“Esker DeliveryWare has enabled us to reduce the amount of printing we do. 78 per cent of our communication is now by email. Printing is a last resort for us now, which is obviously great for the environment and for saving on printing and postal costs,” explains Hawes. Esker DeliveryWare also contributed to Mobile Doctors’ ISO 14001 accreditation. The environmental management standard was awarded as Mobile Doctors has taken significant steps to reduce its environmental impact, including the paper and printing reductions that Esker DeliveryWare enables.

A healthy business

“One of the key aspects for Mobile Doctors that has really helped the business has been the scalability aspect of the Esker DeliveryWare solution,” states Hawes.

“As the company grows, our need to handle and process an increasing number of documents also grows. With the Esker platform we can boost the amount we process with ease and simplicity allowing us to up our productivity and produce more documents.”

The seamless integration with both existing systems and other business partners is also crucial for Mobile Doctors. “As we outsource our printing, it was imperative that any solution we deployed could work with our partner,” adds Hawes. “We have found Esker DeliveryWare to be excellent at integrating with our other platforms and has enabled us to streamline the processes involving paper.”

Cost savings have also been a significant improvement for Mobile Doctors with electronic communication resulting in huge reductions in the company’s outgoings. “Thanks to the Esker solution, we are now able to handle five times the amount of business we had five years ago, but with a much smaller stationary budget,” Hawes explains. “It previously cost us around £1 per document to print, pack and post and we have since seen this cost reduce by around 78 per cent. For the number of documents we are dealing with, this is a massive bonus for the business.”

A growing business

“Mobile Doctors wouldn’t be where it is today if it hadn’t been for Esker. Our company has grown both organically and through acquisition and we still have expansion plans. Esker DeliveryWare has enabled us to focus on our core business and increase the amount of customers we can take on. It really has enabled us to increase revenue and dramatically reduce costs,” concludes Hawes.