



WELCOME TO EREPORTS UK

HCB Group has been committed to innovating around the supply of services for almost 30 years, predominantly to insurers, legal firms and employers.

Whilst building HCB Group in Australia, I was introduced to the team at eReports and afforded the opportunity of having a demonstration of the eReports platform. From the minute I saw it, I knew that this product would benefit the UK market for the provision of Independent Medical Examination reports.

Seldom do you come across a service that benefits all stakeholders, (in this case insurer, insured and medical examiner) but I am in no doubt that eReports does exactly that. For this reason, HCB Group were proud to partner with eReports to bring eReports to the UK.

Much of the detail of the service is explained by my colleague, Chris Argyle in this document, but for UK users the highlights include:

- End-to-end solution in one environment
- Best-in-class data security
- Faster turnaround of reports
- Quality assurance – reports are reviewed by insurance specialists for accuracy
- Real-time view of open cases
- Book IMEs online with the option to select examiners and location
- Embedded Telehealth platform enabling video consultations
- No difference in cost from the current, outdated delivery model

The eReports team will happily give you a demonstration of the platform in action, from one of the existing operational eReports platforms in Australia or South Africa.

To hear more or arrange a demonstration, please contact us at admin@ereports.uk.



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[Click here to learn more about my professional background.](#)

INTRODUCING EREPORTS

I'd like to introduce you to eReports, an innovative provider of independent medical reports to assist in the resolution of personal injury claims. Our continual investment in people, process and industry-leading technology enables efficiency and transparency, empowering organisations to deliver concise, evidence-based decisions in a prompt timeframe.

Our comprehensive range of services can be individually tailored to the requirements of each matter or the needs of the individual. The eReports platform can be integrated into your proprietary systems to further enhance efficiency and drive information intelligence for your Quality Management Systems.

Data reporting in your transactions with eReports can serve your organisation to better manage any challenges in your portfolios, to deliver tangible cost benefits and drive customer service excellence. Our online platform serves all stakeholders, from the administration of documentation, ensuring high data security and offering a clever suite of business services. Our panel of Medical Examiners utilise eReports' advanced systems to enhance their professional capability, delivering high-quality reports that are backed by ISO 9001 Quality Assured systems in a highly responsive timeframe.

STRATEGIC ACCOUNT MANAGEMENT TEAM

With extensive industry experience, we can customise your experience to tailor metrics and KPI's that align with your specific requirements. Our team has a strong foundation in business processes and communication strategy to support client engagement and retention.

OUR VALUES REFLECT WHAT IS IMPORTANT TO US

We place our teams, clients, medical experts and the individual requiring assessment at the core of everything we do. eReports take pride in delivering an exceptional customer experience each and every time.

TOGETHER, WE ARE HERE FOR YOU IN THE UK.



CHRIS ARGYLE

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[Click here to learn more about my professional background.](#)



As a leading provider of independent medical reports for over 22 years, eReports are now in the UK.

Our technology and customer-centric services are designed to drive efficiency.

eReports delivers high-quality expert opinion services through our highly secure and advanced platform. We deliver a streamlined experience with exceptional customer service, best-in-class technology and high levels of data security.

Ongoing investment in the development of solution-focused technology drives superior information intelligence that industry can rely upon, providing optimal pathways for the individuals requiring an assessment or independent medical opinion.

Every business has problems that require solutions. We thrive on working with companies to help deliver great outcomes for every issue, because together, we know we can deliver great results for all stakeholders.

INDUSTRY-LEADING EXPERTISE

eReports leverages decades of experience in the personal injury sector. We have the market insight, experienced team and cutting-edge technology to provide a high standard of service.

Our committed team has strong internal business process foundations and a communication strategy that supports client engagement and satisfaction.

NEXUS is our industry-leading secure video assessment service that is designed specifically for the unique requirements of the sector.

Feature-rich and fully secure, every NEXUS video assessment is completely supported to ensure the appointment closely reflects an in-person assessment.



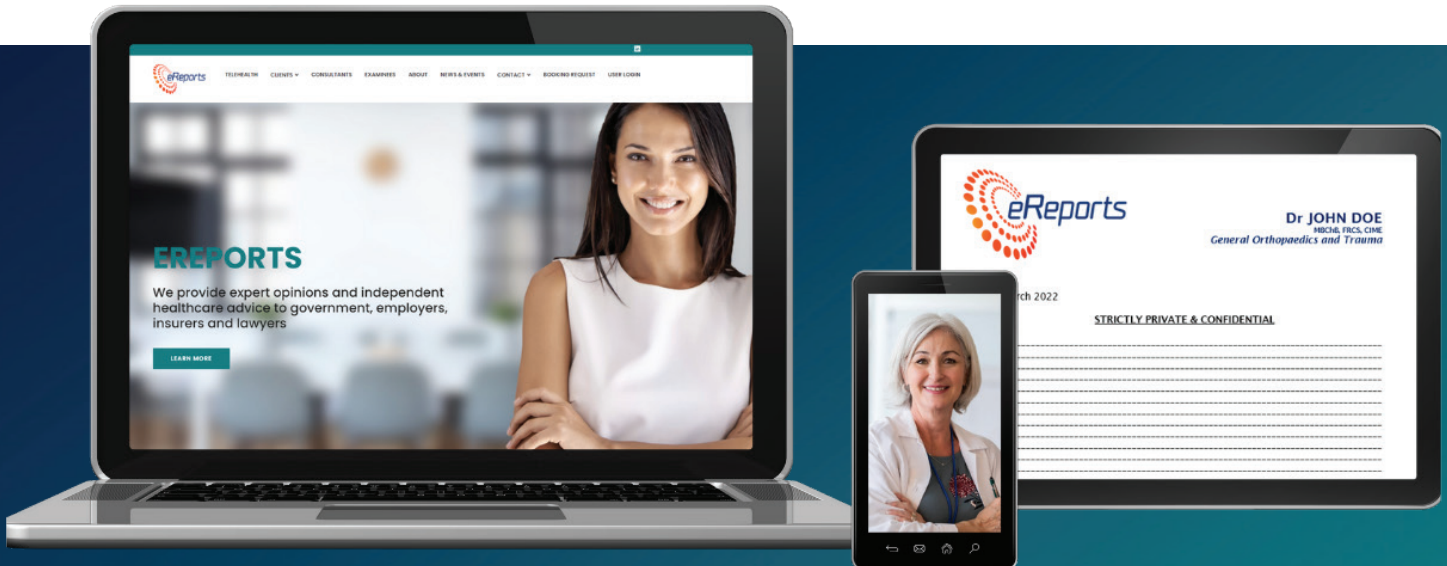
OUR CUSTOMERS

eReports' clients are a broad base of insurers, law firms and private companies. Our clients are responsible for the employment and health outcomes of the individuals they support.



OUR PEOPLE

Our teams leverage their extensive experience to provide high-quality services that deliver optimal outcomes for all stakeholders. eReports' cohort of Independent Medical Examiners cover a wide range of specialities.



SECURITY YOU CAN TRUST

We understand the importance of data security for our clients and make every effort to ensure that data held is fully protected.

eReports recognises that the confidentiality, integrity and availability of information and data created, maintained and hosted by us is vital to the success of the services we deliver and ensures the privacy of individuals requiring assessment.

We view these primary responsibilities as fundamental to best business practices, and ensure compliance with all applicable laws, regulations and obligations.



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I am extremely pleased that we now use eReports. We have received the reports very quickly and the online portal gives me all the information I need to track each case as it progresses. I'm saving time to concentrate on more important work and this helps me to achieve KPI's and my own career goals.

Liz West
Claims Co-Ordinator

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FEATURES AND CAPABILITIES

SUPPORTIVE TECHNOLOGY

eReports makes it easy to connect business to the full range of expert opinion services we provide. Our platform ensures efficiency, integrity of data and transparency. Every interaction is an opportunity to innovate.

TAILORED SOLUTIONS

Our comprehensive range of business services can be tailored to individual requirements, including legislative, cultural or other. We recognise that one size does not fit all and tailor our solutions to the individual needs of each matter.

QUALITY MANAGEMENT

Our team play an active role in the improvement of our Quality Management System. With ISO 9001 certified systems, we routinely review the effective operation of our systems to ensure relevance and alignment with our business environment.

Insurer, Law Firms, Corporate & General Enquiries



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