

PLEXUS

Automating the processing of medical reports at Plexus Law

CUSTOMER

Plexus Law is a leading defendant insurance law firm, headquartered in the United Kingdom, that provides innovative, high quality, specialist legal services to insurers, reinsurers, the Lloyd's market, self-insured corporations, and across the public sector.

CHALLENGE

Plexus Law offers clients the full breadth of claims-related legal work, from high volume claims handling to complex, high value litigation. It has to process large volumes of medical records documentation (medical history data, test and diagnostic reports, etc.). Traditionally, reviewing this information is a complex and labor-intensive activity that requires costly subject matter expertise. Applying NLP automation to streamline the review process will deliver faster processing times, increase scalability and improve the user experience.

SOLUTION

Plexus Law chose the expert.ai Platform to make it faster and easier for legal staff to scale the volume of accounts managed and expand the breadth and depth of documents that can be reviewed. Thanks to expert.ai's ability to understand technical medical language with a high level of accuracy, review teams at Plexus Law can 'automatically read' thousands of medical documents and extract the precise information that helps speed up analysis and reporting with greater efficiency.

BENEFITS

- Automate the analysis and processing of legal documentation, eliminating tedious and repetitive manual data entry
- Reduce review times and costs, enabling legal and medical experts to focus on higher value tasks
- Deliver a better user experience with improved accuracy and fewer errors



The partnership with expert.ai introduces an AI-based technology, which will create efficiencies and significantly improve response times in our claims management process, benefitting end-users and clients. It represents one step in our ongoing commitment to meet the evolving needs of clients through investment in technology as part of our digital transformation program.

James Slater, Chief Technology Officer at Plexus Law