



Protek (Bathgate) Ltd

How a vehicle repair specialist transformed document-heavy processes into a fast, searchable [digital workflow](#).

Industry

Automotive Repair

Service

Digital Transformation

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Workflo Solutions have been a trusted partner to our business for many years. Their proactive approach and ability to identify opportunities for improvement have helped us significantly streamline how we manage our documentation. The digitisation project has made a real difference to our day-to-day operations.

Amanda Newall, Director

Challenge

Protek relied on extensive physical records and image archives to support insurance claims and repair documentation. However, this created operational bottlenecks, including:

- Time-consuming manual document retrieval
- Inefficient handling of high-volume photographic records
- Limited visibility across archived job files
- Increasing physical storage requirements
- Slower turnaround times for insurance-related queries

In an industry where speed, accuracy, and traceability are critical, these inefficiencies had the potential to impact productivity, service delivery and claims processing timelines.



Client Overview

Protek (Bathgate) Ltd is a vehicle repair specialist working closely with major insurance providers to manage and repair accident-damaged vehicles.

Operating in a fast-paced, documentation-heavy environment, the business handles large volumes of photographic evidence, job records and insurance-related documentation daily. These records are critical for compliance, claims processing and customer communication.

As a long-standing IT client of Workflo Solutions, Protek benefits from ongoing infrastructure support, creating a strong foundation for identifying further efficiency gains through digital transformation.

Solution

Workflo Solutions delivered a structured and efficient document digitisation project for Protek (Bathgate) Ltd, designed to integrate seamlessly into their existing operations while minimising disruption. The project focused on speed, accuracy and creating a fully searchable digital archive to support their insurance-driven workflows.

1

Document Preparation & Processing

16 boxes of documents were securely collected, prepared and organised within 62 hours, ensuring all materials were structured and ready for scanning.

2

High-Volume Scanning

Approximately 48,000 documents and images records were digitised in just 35 hours, completing the scanning phase in under one working week. High-quality image capture ensured all documentation remained clear, accurate and suitable for ongoing operational and insurance use.

3

Intelligent Indexing & Organisation

All files were indexed into 2,150 structured folders, creating a logical and fully searchable digital archive. This structure allows Protek's team to quickly locate and retrieve documents.

Results

The digitisation project delivered immediate operational improvements, enabling Protek to transition from manual, paper-based processes to a faster and more efficient digital workflow. The solution has enhanced accessibility, reduced administrative burden and improved overall service delivery.

Faster Access to Information

Digitised and indexed records can now be retrieved instantly, significantly reducing time spent searching and improving response times to insurers and customers.

Improved Efficiency & Productivity

By reducing manual handling and reliance on physical storage, internal processes have been streamlined, allowing teams to work more efficiently.

Greater Control & Scalability

A structured digital archive reduces the risk of lost or misfiled documents while providing a scalable solution to support future growth.

Why Automotive Repair Businesses Choose Workflo

Automotive repair businesses working with insurance providers rely on fast, accurate access to documentation to keep operations moving efficiently.

Workflo supports these organisations with Document Management, Managed IT, and Workflow Automation solutions that simplify how high volumes of records are handled and accessed.

Our experience in document-heavy environments enables us to deliver scalable solutions that improve visibility, reduce admin time and support faster turnaround for claims and customer service.

With Workflo as a partner, businesses gain reliable systems that enhance efficiency, accuracy and overall operational performance.



Let's Talk!

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