SUCCESS STORY

> "The Mavro system has the most features with the least complexity. That makes it ideal for us.
> In fact, our operators compete to be assigned to Mavro batch keying – that's how much they enjoy using the system!"
>
> - **Sheri Boritz**,
> Property Tax
> Division Manager

Mavro Technology Dramatically Increases DeKalb County's Capabilities and Efficiency

The Previous System Was Outdated and Lacked Capabilities

DeKalb County is Georgia's third largest county with more than 700,000 residents. The Tax Commissioner's Office processes mail and cashier payments for Property Tax and Motor Vehicles. Peak volumes reach 6,500 checks per day.

The previous system at DeKalb was based on unreliable older equipment and outdated software. The system could only handle clean single or clean multiple payments with no capacity to process exceptions or full size sheets and no ability to handle image-based workflows. The system required two passes through the equipment, and multiple manual steps were needed to complete processing. Return mail processing was especially difficult, and "check and list" payments required extensive manual handling.

Although the previous software supposedly included Image Cash Letter (ICL) electronic deposit capability, continuing problems meant that ICL was never fully implemented.

"One-Touch Processing," Image-Based Workflow, and Advanced Features Streamline Processing and Expand Capabilities

During the discovery process, Mavro representatives collaborated with the DeKalb team to completely understand DeKalb's basic system requirements and to learn how more advanced capabilities could address the County's needs. As a result, Mavro recommended an end-to-end system that includes Mavro software as well as one new Opex AS7200i scanner with integrated extraction. An existing Canon CR-190 scanner was implemented for backup and use on peak days.

With Mavro's One-Touch Processing and Smart Batching™ technologies, payments and exception mail are now handled only once – when they are extracted and scanned – and complicated hand sorting is eliminated. The Mavro system can now easily handle clean payments, exceptions, missing scan lines, check only transactions, various forms, and correspondence.

Return mail can be extracted and scanned with ease, and the Mavro system outputs a return mail file to the County's Oracle database for additional processing. The Mavro system handles "check and list" payments as part of the normal image-based workflow, with no manual steps required.

The system is also used to process checks received by the County's cashier windows, and a balancing process is in place to ensure that the total for the checks processed on the Mavro system matches the check total determined by the cashiers.

The Results Include Significantly Reduced Labor Costs and Faster Refund Processing

With the new Mavro system in place, presorting of exceptions and manual transport of paper transactions from department to department is no longer required. With the old system, processing the typical daily payment volume took three people an entire day. Using the Mavro system, two people can now process the work in three hours. And of course, ICL electronic deposit is now completely reliable, eliminating the need to physically transport checks to the bank and speeding funds deposit.

The DeKalb team is especially pleased with a feature designed to streamline refund processing that they worked together with Mavro to develop. This feature combines address and payer information extracted from each check with a hot file supplied by the County's accounting system to ensure that each refund payment is directed to the correct taxpayer. Use of the feature has reduced refund turnaround time to two weeks from the previous four to eight weeks.

MavBridge™ Dashboard continuously monitors all aspects of the system, allowing managers to spot potential problems before they impact the system. The statistics supplied by the Dashboard allow managers to accurately assess operator performance and to assign resources where they are needed most.

About Mavro Imaging

Mavro Imaging is a proven leader in developing innovative Remittance Processing, Lockbox, and Document Imaging solutions. Our system-wide monitoring tools, extensive security features, and end-to-end encryption capability ensure peak efficiency and operational compliance with ICL, HIPAA, and PCI requirements. The Mavro team excels at fully understanding all project specifications and then collaborating closely with customers to implement the best possible solutions.

"If I had it to do all over again, would I choose Mavro? Yes I would! Given the value received for what we paid, we did very well for the County's taxpayers."

- **Elton Daniel**,
IT Manager

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