



SUCCESS STORY



"I've grown to expect the highest level of integrity from Mavro. I know I can trust them. Simply put, Mavro is what lets me sleep at night."

- Patrick Naples,
Manager Operations

Mavro Technology Leapfrogs the Limitations of PSE&G's Legacy Payment Processing System

A Legacy System was Limiting PSE&G's Drive for Greater Efficiency

Public Service Electric and Gas Company (PSE&G), one of the largest combined electric and gas companies in the U.S., serves 1.8 million gas and 2.2 million electric customers in over 300 New Jersey communities. PSE&G receives an average of 50,000 mail payments per day and over 100,000 payments on peak days. In addition to receiving payments at their main processing center, PSE&G also receives payments at 24 remote locations.

Although the PSE&G payment processing system was highly automated, it was a legacy system based on older software products supplied by multiple vendors. PSE&G constantly tries to improve efficiency, and the management team was finding that the constraints of a legacy system were making improvements difficult.

Changes to the system were expensive and time consuming, and management often found that their processes had to be adapted to the limitations of the legacy software rather than having the software conform to PSE&G's needs.

Handling exception payments (e.g., those with multiple checks, no coupon, or correspondence) required time-consuming special processing. And system security, an increasingly major concern for many organizations, was lacking the controls required for internal security compliance.

For all of these reasons, PSE&G decided it was time to replace their system.

Mavro Implements an Extremely Flexible, End-to-End System Built on the Most Current Technology

After a comprehensive evaluation of three vendors, PSE&G turned to Mavro Imaging to implement a new system. The Mavro and PSE&G combined team worked closely to design an end-to-end system based solely on MavBridge™ software and which integrates existing Opex Eagle and AS-Series scanners.

The new Mavro system, utilizing a streamlined, image-based workflow, handles all transaction types, including clean singles, multis, check only and correspondence, without the need for special exception handling. The exceptional flexibility of the system enables seamless integration of advanced features such as intelligent check perfining, interactive OCR, and auto-generation of customer letters for non-confirming payments.

Full system encryption, configurable redaction, and permissions-based access integrated with Active Directory ensures the system is now secure and operators only have the restricted access needed to perform required tasks.

Advanced image enhancement, document classification, and transaction repair have reduced rejects by over 75%. And the number of transactions requiring review has been reduced significantly.

“Our previous system was constrained by limits in software functionality. With Mavro’s collaborative approach and the inherent flexibility of their software, we were able to optimize each process resulting in one of the most efficient operations in the country.”

- Patrick Naples,
Manager Operations



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V2.1

A consolidated server architecture completely eliminated a computer room filled with over a dozen PCs and greatly simplified the overall system, leading to improved availability and reliability.

MavBridge™ Dashboard provides an overview of all of the electronic and physical processes required to handle payments and lets managers know at a glance which processes are operating correctly and which ones need attention.

MavBridge Smart Track™ software provides the ability to track each batch from its creation at a scanner, transport to a staging location, and storage in a warehouse – guaranteeing that each payment is properly processed and ultimately shredded on time.

Mavro’s Connect™ software archives all processed batches and provides easy access to the stored transactions via any standard web browser.

And finally, MavBridge™ highly secure remote scanning software is installed at 24 remote locations, allowing batches scanned at those locations to be transmitted directly to the Connect™ archive and bank deposit.

PSE&G Achieved Their Major Objectives and More

The vastly improved workflow in a system specifically tailored to meet PSE&G’s needs, far less rejects, and a smaller hardware footprint all mean that PSE&G is realizing an immediate return on its investment. And the flexibility of software created using the most advanced tools ensures that PSE&G’s requested changes can be implemented efficiently and effectively.

Because Mavro supplied the complete end-to-end solution, the difficulties often experienced on a system supplied by multiple vendors are eliminated.

And finally, the new system’s full data encryption capabilities with complete user access controls and extensive logging ensure the system is secure, providing PSE&G managers with peace of mind.

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.