



SUCCESS STORY



“The beauty of the system is just how adaptable it is and how particularly well it handles the variability of the transactions we receive.”

- Ed Andriusis,
Marketing Manager

Reliability, Ease of Use, and a Reduction in Operating Costs Highlight the Advantages of the Mavro Solution at Mercy Home

Mercy Home Was Looking for a System That Would Increase Efficiency, Be Flexible Yet Easy to Use, and Implement Image Cash Letter (ICL) Electronic Deposit

Mercy Home for Boys and Girls in Chicago, Illinois provides a safe and stable home for young people ages 11 to 21 who have suffered abuse, neglect, poverty, and abandonment, giving them the opportunity to rebuild their lives and the encouragement to realize their dreams. They also provide a volunteer mentoring program that matches at-risk youth with caring adult role models and professional referral services to troubled kids who need help.

Mercy Home receives an average of 1,600 to 2,000 mailed donations a day, with peaks over 5,000 during holiday seasons. They also perform caging operations for two outside nonprofit organizations.

Mercy Home was using a labor-intensive manual system to process the donations and had a mainframe-based donor management system (DMS) to maintain donor information. A move to a server-based DMS, the need to handle volume fluctuations more easily and efficiently, and a desire to implement ICL electronic deposit prompted Mercy Home to begin looking for a new donation processing system.

The Mavro Team Designed a System That Incorporated Existing Equipment and Streamlined Donation Processing

Mercy Home already owned one Opex AS3690i extractor/scanner and one M51 Rapid Extraction Desk, but the 3690's scanning capabilities were not being used because there was no way to integrate them into the current system. Mercy Home began looking for a vendor with substantial expertise integrating Opex hardware. After a thorough evaluation process involving several vendors, they selected Mavro as the provider with the best cost/benefit ratio.

The Mavro team worked closely with Mercy Home and recommended upgrading the M51 to a full extractor/scanner and integrating the two scanners in a complete MavBridge™ One-Touch Processing system. Transactions are now touched only once when they are extracted and scanned. In turn, the MavBridge™ Software handles every transaction type in an integrated, seamless process.

The imaged-based MavBridge™ workflow enables data extraction and validation, simplifies processing of exception transactions such as check only donations, and also handles cash donations. Mark Detection and the ability to read campaign codes automatically identify transactions that require special handling and route them to an image-based workflow. The Mavro system creates data files for handoff to the Amergent Portfolio DMS, eliminating the need to make numerous manual entries.



“Our Mavro system rarely has a problem. But when it does, Mavro Support Engineers respond quickly and always impress me with their ability to diagnose the system and rapidly resolve any issues.”

- Ed Andriusis,
Marketing Manager



22 Maple Tree Drive
Westampton, NJ 08060

609.949.9010

info@mavroimaging.com

www.mavroimaging.com

© Mavro Imaging
V1-1

The Mavro system also includes the MavBridge Connect™ Web Portal to archive completed transactions and all associated documents, allowing operators to easily research donation inquiries and correspondence via any web browser. And at the end of each processing day, the MavBridge™ software produces an ICL X9 compliant deposit file for electronic transmission to Mercy Home’s bank, speeding funds transfer and lowering Mercy Home’s bank fees.

The MavBridge™ Solution Has Reduced Costs and Provides the Flexibility and Reliability Mercy Home Needs

With the MavBridge™ Solution in place, Mercy Home has seen a significant overall cost reduction. The Mercy Home staff is especially impressed with the system’s reliability, remarking that it is “just amazing how few support calls have been needed since our go-live date.”

But in the eyes of Mercy Home management, one of the most important benefits is the ability to routinely handle wide fluctuations in donation volume. In the words of Ed Andriusis, “Our old system required extensive training to master and included many manual operations. The Mavro system is so easy to learn and efficient to use that we rapidly cross-trained employees in other departments as backup operators and can just pull them in when needed. If they aren’t available, we can bring in temporary help and have them fully up to speed in no time.” And since Mavro does not charge for extra keying stations, an unlimited number of operators can be used on peak days without incurring any additional operating costs.

The Mavro donation processing system’s efficiency has given Mercy Home more time to concentrate on increasing their donor base. And as the volume of donations continues to increase, the system provides the robustness and flexibility to process all the incoming mail effectively and reliably.

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.