



SUCCESS STORY



"My relationship with Mavro has been a great experience.

During the discovery process, I was so excited hearing about what Mavro could do for us that I had a hard time sitting down. They made the implementation both exciting and fun."

- Vickie Benincosa,
Remittance Supervisor

Mavro Reduces Questar's Maintenance Costs by 60% and Eliminates the Need to Backfill Four FTEs

Questar's Legacy Payment Processing System Needed a Costly Upgrade to Meet Operating System Requirements

Questar Gas, now acquired by Dominion Energy, began serving customers in 1929 and currently serves over 900,000 customers in Utah, Wyoming, and Idaho. The utility's remittance processing operation handles an average of 260,000 customer payments per month.

Questar's existing system was based on the soon to be sunset Windows XP operating system and a major, and very costly, upgrade was necessary. Questar had additional concerns about the high cost of ongoing maintenance for the legacy system, and these issues, along with the system's lack of flexibility, led Questar to investigate new system options.

Given the high costs and low flexibility of the legacy system, reducing expenses and increasing flexibility were core goals for any new implementation. Questar also wanted any new system to integrate with their existing Opex scanners and NCR transport. In addition, Mavro Imaging had recently added a Return Mail software module to the existing system, and Questar was so pleased with the module's performance that they wanted any new system to interface with it.

Mavro Implements a System Specifically Targeted to Questar's Needs

Questar's experience with Mavro's Return Mail solution led them to include Mavro in their search for a new system. After careful evaluation of proposals from a number of vendors, Questar chose Mavro. The imminent sunset of Windows XP made a quick implementation critical, and Mavro was able to design, install, test, train, and go live within the required 90 day time frame.

Questar is seeing immediate benefits from their new MavBridge™ Software solution. One-Touch Processing and Smart Batching™ have eliminated the many manual sorting operations that were required with the legacy system. The Intelligent Check Perforating feature has eliminated hand separation of the many full-page business checks Questar receives, saving time and reducing operator frustration. Advanced Image Enhancement software has reduced both system and bank rejects for image quality to almost zero, eliminating the significant image quality problems present in the legacy system and the labor required to deal with them.

The Mavro system includes multiple Enhanced Data Capture Tools, such as rope-and-zone and point-and-click Interactive OCR, which make it much easier to process complex check and list payments and grab data from any image to reduce typing. Check Only Lookups and Advanced Address Reading with USPS validation are also great time savers. The highly regarded Integrated Return Mail feature allows operators to simply drop unopened returned envelopes into the Opex scanner and the data from a 2D barcode and Nixie return label are automatically read and an output is prepared for the host CIS system.



“When asked what I am most impressed with, I have a hard time picking just one thing. The automation has been awesome. Point and click data capture is my favorite new feature – it saves so much time. The release process is a single click. Mavro responds to questions or concerns within minutes. I’ve been amazed, and it’s been great.”

- **Vickie Benincosa,**
Remittance Supervisor



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V1.2

MavBridge™ Dashboard is configured to provide real-time status and statistics reporting, allowing management to monitor the operation of the entire system in real time and spot problems or backlogs before they become serious issues. Mavro’s patented Smart Track™ software tracks every batch from extraction to destruction, letting management know the exact electronic and physical location of each batch at all times and ensuring that every batch is completely processed.

And finally, the system’s security features – such as true client-server architecture that limits data access, configurable user levels, Active Directory integration, and automatic and manual redaction functionality – ensure maximum protection of sensitive customer data.

The Cost Savings and Efficiency Improvements Are Astonishing

Installation of the new Mavro system allowed Questar to immediately save money by:

- Reducing the cost of system maintenance by over 60%
- Eliminating the need to backfill four FTEs across impacted departments
- Eliminating two servers, five PCs, and one subnet

Now, on an average day Questar starts work at 5 am and typically makes their electronic bank deposit by 9 am. This quick turnaround demonstrates the impressive level of efficiency the Questar team has been able to achieve with their Mavro system.

Perhaps best of all, system upgrades are free, with all software and professional costs covered under the standard maintenance contract. This will save Questar additional thousands of dollars in the future. Moreover, the state-of-the-art design of MavBridge™ software means that upgrades are quick and easy. They are typically performed remotely, with none of the project, consulting, travel, or added software costs often associated with a legacy system upgrade.

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.