



SUCCESS STORY



Ken Burton Jr.

Innovating Better Ways to Serve

"First and foremost, we knew we wanted a company that could accomplish our vision for streamlining our processes. Mavro Imaging's software allows us to bring that vision to life."

- **Marie Inotai,**
Director, Operations

Mavro Makes the Manatee County Tax Collector's Vision of a One-Touch System a Reality

Manatee's Legacy Processing System Needed a Major Upgrade to Meet Operating System Requirements

The Manatee County Florida Tax Collector's Office processes property tax payments, motor vehicle registration renewals for county residents, and payments from five local utilities. During peak months, volumes approach 48,000 utility payments, 33,000 tax transactions, and 9,300 renewals.

Manatee's legacy remittance system was based on the soon to be sunset Windows XP operating system, and a major software upgrade was required by the system's vendor. After many months of trying, the vendor was unable to bring the upgraded system into live production. In addition, there were a number of procedures that needed to be performed manually, especially those associated with registration renewals.

Given Manatee's desire to further streamline their processing operation and the ongoing problems trying to update their legacy system, they decided to search for a new vendor.

Mavro's Expert Advice, Experience with One-Touch Processing, and Demonstrated Capabilities Win Over the Tax Collector's Office

The Tax Collector's Office issued an RFI and invited five vendors to respond. After careful consideration of the proposals, Manatee's evaluation team decided that the demonstrated capabilities of Mavro's MavBridge™ software, as well as the company's reputation for reliability and service, made Mavro the vendor of choice.

Mavro designed a new, completely image-based system for the County using Opex AS7200i and Opex FalconRED extractor/scanners, along with a suite of Mavro software modules. The system is truly One-Touch – transactions are handled only once when they are extracted and scanned.

The Manatee evaluation team found several of the new system's capabilities to be especially exciting. The first was the software's Interactive OCR feature that greatly simplifies data capture from check and list payments. With the old system, each payment in a list had to be entered and processed individually. The Mavro system allows an operator to "rope and zone" the entire list and capture the payments in a template that makes them easy to process.

Processing motor vehicle renewals on the legacy system had been particularly time consuming and required multiple steps, many of which were paper based. With the Mavro software, as each renewal transaction is processed, required data can be extracted from a lookup file provided by the motor vehicles department and automatically populated into each transaction. Additional required data can be quickly keyed via an image-based process rather than needing to shuffle through paper.



“It’s not just purchasing the software; it’s purchasing the people. With Mavro, we just saw a general level of professionalism from the start.”

- **Jedidiah Brightbill**,
Manager, Operations



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Seamless Integration and Decision Making

Once the required data is added to the motor vehicles file, the file is exported to the state motor vehicle system. That system uses the collected data in the file to make registration renewal decisions and adds the renewal decisions to the file. In turn, the modified file is automatically re-ingested into the Mavro system and is used to create an output that initiates printing of renewal documents. This tight integration streamlines renewal data entry and decisioning and is a great time saver.

Manatee is already seeing improvements on their motor vehicle and hand-processed property tax transactions. Motor Vehicle transactions that must be processed by hand are down to less than 4%, a 25% reduction. Property tax hand-processed transactions now average less than 0.1%.

Implementation was Smooth and Easy

After the extreme difficulties encountered while trying to implement the upgrade of their old system, the Manatee team was understandably anxious about the complexities of implementing a completely new solution. Nevertheless, the professionalism and expertise of the Mavro implementation team was evident throughout the project. The implementation was completed on schedule and within budget, and go-live went smoothly with any required adjustments made quickly and efficiently.

The Manatee team was especially impressed by the thoroughness of Mavro’s discovery process to identify the intricacies of Manatee’s operations. Mavro also introduced new and efficient processing methods and effectively collaborated with Manatee to optimize the solution. “We didn’t feel like we had to constantly manage and direct the implementation project to get what we needed,” said Marie Inotai. “Instead, Mavro did a great job of evaluating our needs, designing a system to meet those needs, and then guiding us through the process of getting the system installed and running.”

With the new software in place, Manatee is already seeing significant labor savings from a system that eliminates paper-based processing steps and streamlines automated processing. They also rest easy knowing that free upgrades are included as part of Mavro’s annual service agreement and feel secure in the knowledge that those upgrades will be efficiently performed by a reliable team of experienced professionals.

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.