

SUCCESS STORY

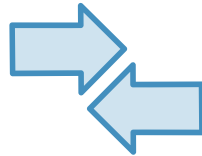
Mavro Makes One-Touch a Reality

Manatee County's future is bright with sunseting software woes behind them



Industry:

Government,
Utilities



Volume:

30,000 utilities payments,
45,000 tax transactions,
6,000 motor vehicle
registration renewals in
peak months



Processing:

Property tax payments,
vehicle registrations
and payments from four
utility departments

“First and foremost, we wanted a company that could accomplish our vision for streamlining our processes. The Mavro team brought that vision to life.”

Marie Inotai

Director, Operations

THE CHALLENGE:

Manatee's legacy remittance system was based on a Windows® operating system that was soon to be unsupported and a major upgrade was required. In addition, many procedures had to be performed manually. After months of trying to stabilize the upgrade, their prior vendor could not bring an updated system into live production. A solution had to be found and implemented quickly.

OUR SOLUTION:

A powerful One-Touch image-based system where transactions are handled only when extracted and scanned. Interactive OCR simplifies data capture from check and list payments to save time. Advanced automation eliminated multiple paper-based steps for vehicle renewals.

Vehicle: 2014 CADI UT
Plate #: ABC123
Expires: 03/04/2023 *
PIN #: 02487567864
(* Late fee/penalty may apply after this date.)

Owner(s):
JOHN Q PUBLIC
919 301 BLVD W
BRADENTON FL 34205-7906

Title #: 123456789
VIN#: 1ABC234ER56789457

Amount Due 1 Year 2 Years
☒ (2024) ☐ (2025)

Mail (5-7 bus. days) \$45.60 \$91.20

Online (1-2 bus. days) Visit renewexpress.com/manatee

IMPORTANT MESSAGES FOR YOUR 2014 CADI UT

1. Scan the QR Code on the left at one of our convenient kiosks located in select Manatee County Public stores to renew your registration. View the Frequently Asked Questions on the back of this notice for more details.
2. If renewing by mail, completing the Insurance Affidavit on the back of this card may prevent rejection. If you have changed your insurance company, coverage, or other policy information, you must complete the Insurance Affidavit on the back of this card.
3. If your address is different than the address shown on the left, complete the form on the back of this card.

RETURN IF RENEWING BY MAIL

Account Number: 0248756786
Stub Amount: \$45.60

0000000003605263421 0113790825

0000456000009120 0248756786 00 001 5

Through a highly-engaging discovery process, Mavro learned the intricacies of Manatee's operations and collaborated to smoothly implement a new and efficient processing solution. Now they rest easy knowing free upgrades will keep them running smoothly.

✓ Less than 4% hand processing

Motor vehicle transactions that needed to be processed by hand saw a 25% reduction marking a significant labor cost savings.

✓ Fully Automated Tax Transactions

Property tax transactions requiring hand processing average less than 0.1% virtually eliminating multiple manual tasks.

✓ People Powered Implementation

By thoroughly evaluating their needs up front, Mavro's experts delivered the project on-time, on-budget and went live without hiccups.

✓ Free Upgrades Always Included

Software upgrades are always a part of Mavro service agreements so customers can be confident in their security and efficiency.

ABOUT MAVRO IMAGING

Mavro is committed to helping companies gain efficiency, reduce manual labor and save money by intelligently processing documents and payments. Our revolutionary remittance, forms, medical claims and lockbox software is fully configurable, scalable and is backed by support from our responsive team of experts.