

SUCCESS STORY

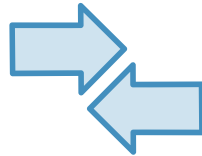
Streamlining Complexity to Improve Operations

Harlequin's system now delivers the versatility and transparency they need



Industry:

Publishing
Fulfillment



Volume:

Averages 8,000 to
10,000 pieces per
day, with peaks up
to 25,000



Processing:

Variety of transaction
combinations including
payments, orders, finder
forms, bonus and
contest stubs

“With our old solution, I had been beaten down by poor service. Mavro’s quick response is just so refreshing and their support is simply outstanding.”

Joe Hedemann

Sr Supervisor

Customer Service & Image Processing

THE CHALLENGE:

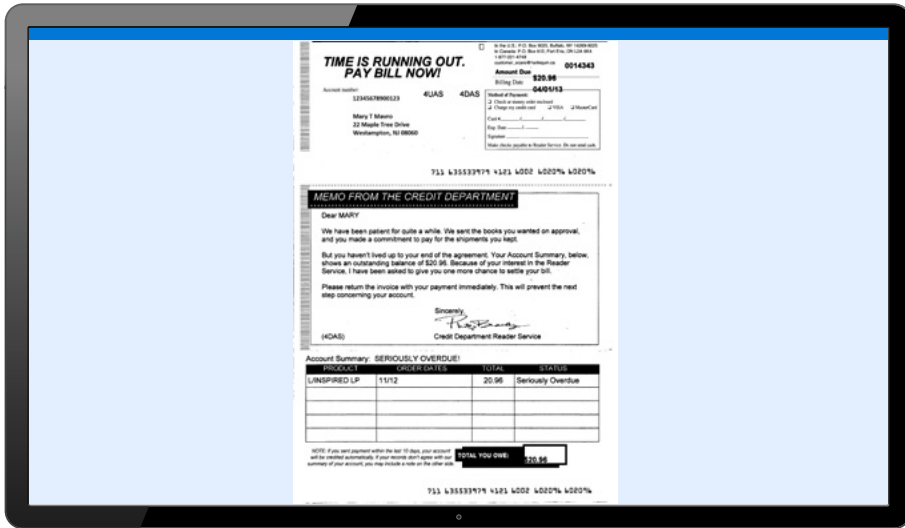
To handle the variability, Harlequin's existing system required time-consuming manual sorting into more than 20 categories. Management needed monitoring capability to spot issues early on and improve overall performance. They also wanted Customer Service to have easy access to transaction images and avoid couriating checks to the bank for deposit.



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OUR SOLUTION:

The new system includes three OPEX AS7200i scanners coupled with Mavro software. Two existing Kodak scanners are used during peak periods. Now with One-Touch Processing and Smart Batching, transactions are handled only once. MavBridge's Dashboard gives robust real-time monitoring to maintain performance.



Beyond labor cost savings, the streamlined system provides Customer Service better access to document images via the Connect™ Web Portal so they can help people while fielding questions. And Mavro's electronic deposit capabilities have eliminated transporting physical checks to banks in both the U.S. and Canada.

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.



✓ Eliminated High-Cost Hand Sorting

Operators simply open and scan transactions. Now image-based quick review classification and Smart Batching give greater efficiency and reduced cost.

✓ 20/20 Vision in Real-Time

Dashboard monitors all aspects of the system for performance analytics to address issues early, assign resources as needed and accurately gauge metrics.

✓ Connect™ Boosts Customer Service

Instead of lengthy research and follow-ups, easy access to transactions means reps can find answers faster and resolve issues on the first call.

✓ Increased Funds Availability

Image Cash Letter (ICL) allows electronic U.S. deposits. Mavro also paved the way for electronic deposit in Canada to speed funds transfer and eliminate couriers.