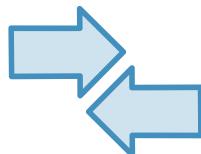


Many Benefits for Many Years

As In Touch Ministries grew, they needed greater efficiency



Industry:

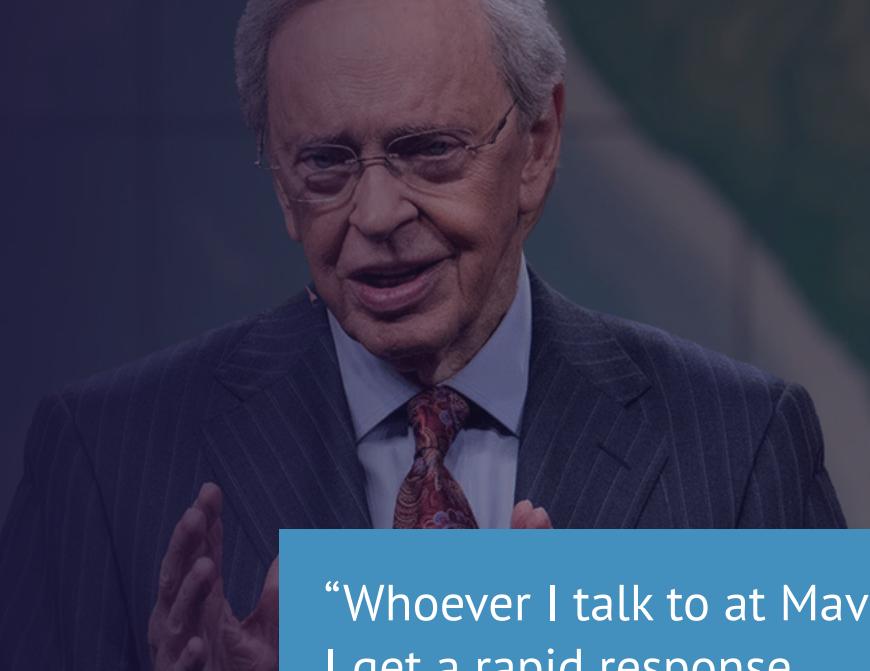
Nonprofit

Volume:

90,000 transactions per month with peaks of 8,000 per day

Processing:

Donations, prayer requests, campaign responses with gifts



A portrait of Kenny Boggs, an older man with glasses and a suit, smiling and gesturing with his hands.

“Whoever I talk to at Mavro, I get a rapid response. It's obvious there is an awareness of In Touch throughout their company and they work together to provide us the best support.”

Kenny Boggs

Executive Director of Gift Processing

THE CHALLENGE:

In Touch Ministries' legacy system required numerous manual operations. Documents often include handwritten notes and their system would not let them view entire documents forcing operators to open, read and hand code each one before scanning. The influx of mail could take four days to process, resulting in delays depositing funds and responding to requests.

OUR SOLUTION:

One-Touch Processing and Smart Batching™ allow In Touch to open and scan intermixed transactions without pre-sorting. The image-based workflow eliminates many manual tasks and displays complete documents so operators can read handwriting anywhere it appears and easily output data to their Donor Direct system.



Mavro recommended new OPEX scanning hardware that was much less complex and more efficient. The system was installed on-time and on-budget which In Touch Executive Director, Kenny Boggs, continues to refer to as “a highlight of my career.”



Same Day Processing & Deposits

Instead of four days, mail is now processed same day, expediting both deposits and In Touch’s response to any written requests.



Significant Cost Reduction

OPEX scanning and Mavro processing easily handle the mail volume, resulting in an almost 50% reduction in maintenance costs.



Improved Access & Interactions

Users can directly access images stored in the Mavro Connect™ archive saving significant time rather than switching between applications.



Added Benefits & Purpose

Operators enjoy the improved efficiency and ease of use which makes using Mavro a “job they love.”

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.