Escaping the Limitations of Legacy Software

PSE&G went from patchwork to pristine payment processing

PSE&G

> "With the inherent flexibility of Mavro's software, we were able to optimize each process resulting in one of the most efficient operations in the country."
>
> **Pat Naples**
> Manager Operations

Industry:

Utility – Electric and Gas
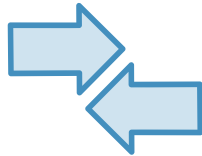
Volume:

50,000 transactions per day average, 100,000+ on peak days

Processing:

Mail payments at processing center and 24 remote locations

THE CHALLENGE:

Although highly automated, PSE&G's legacy system was based on older software supplied by multiple vendors that hampered efficiency. Changes were expensive, time-consuming and forced them to adapt processes to system limitations. Lacking security controls also caused compliance issues.

OUR SOLUTION:

An extremely flexible end-to-end system based exclusively on the most advanced MavBridge™ software. The streamlined image-based workflow handles all transaction types including singles, multis, check only and correspondence without the need for special exception handling.
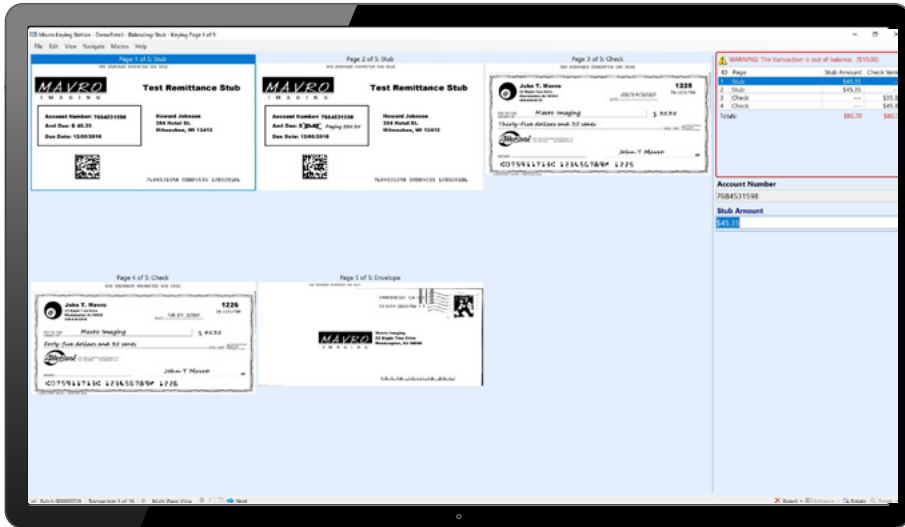
Full system encryption, configurable redaction and permission-based access ensure security and compliance across all 25 locations. Managers can monitor productivity, track batches throughout the entire process and easily access transaction archives after deposit using Mavro Connect™.

☑ Immediate Return on Investment

With the vastly improved workflow tailored to their needs, far less rejects and extraneous hardware, the new system paid for itself in under a year.

☑ Visibility and Control

The flexibility of Mavro software means changes can be implemented effectively and efficiently with the highest level of security in place.

☑ 75% Reduction in Rejects

Advanced image enhancement, document classification and transaction repair helped reduce transactions needing review and drastically reduced bank rejects.

☑ Smaller Hardware Footprint

Consolidated server architecture eliminated a roomful of computers resulting in a simplified system with improved availability and reliability.

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.

MAVRO
IMAGING

(609) 949-9010 | **mavroimaging.com** | **info@mavroimaging.com**