

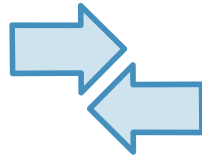
# Forced to go Remote, Now Ready for Anything

Amid the pandemic, NorthWestern Energy was able to pivot toward progress



**Industry:**

Utility – Electric and Gas



**Volume:**

200,000 transactions per month



**Processing:**

Check payments and return mail

“Due to COVID this project was implemented remotely. Mavro received 10’s across all our vendor grading criteria. Their solution and support are outstanding.”

**Monique Lappin**

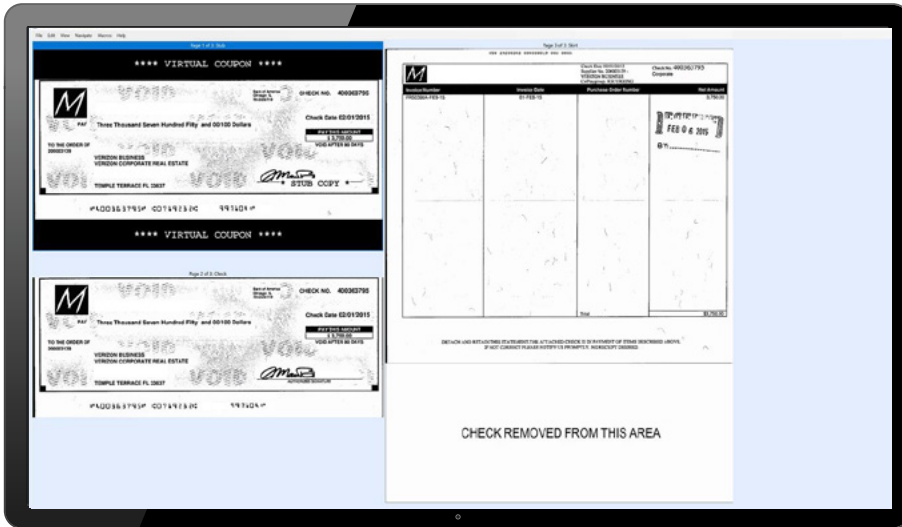
Customer Care Supervisor

## THE CHALLENGE:

NorthWestern Energy (NWE) adopted OPEX scanning for improved throughput, but had integration issues with their incumbent provider. They knew many industry peers had successfully migrated to Mavro and sought the optimal pairing. They decided to proceed with a conversion, then they were further challenged when COVID-19 hit full force.

## OUR SOLUTION:

An inherently more efficient utility remittance system including a return mail module that maximized use of their OPEX Falcon™ series scanner. The added value from Mavro's One-Touch Processing cost-justified the solution, but the full capability became clear once shut downs left converting remotely as the only option.



All implementation steps (configuration, training, testing, acceptance, go-live) were conducted completely remote. The NWE and Mavro teams collaborated to overcome issues around physical access to mail. Now NWE can minimize time on-site for all capture and distribute return mail work to remote staff for added safety going forward.

### ✓ Effective Remote Implementation

Without access to the customer site, Mavro resources implemented the entire conversion remotely using our IPEC project methodology.

### ✓ Return Mail Processing

Mavro was leveraged into an enterprise solution allowing users across the organization to complete return mail research from the payment processing system.

### ✓ Minimal Touches, Maximum Optimization

Mavro's unique One-Touch Process maximizes efficiency and automates mail preparation while increasing security and safety of documents handled.

### ✓ Platform for Growth

Combining a flexible workflow and unlimited key station licenses, there is great potential for extending digital mailroom capture and electronic payment integration.

## 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.