

SUCCESS STORY

MavBridge™ Reduces Processing Time from 15 Days to 1 Day

How Palm Beach County Tax Collector Transformed Mail Operations



Industry:

Government

Volume:

Up to 35,000
Envelopes/Day

Processing:

Property Taxes, Motor Vehicle
Registrations, Business Tax Payments

THE CHALLENGE:

With a population of 1.5 million and growing, Palm Beach County ranks as the third-most populous county in Florida. Each year, the Tax Collector processes 600,000+ incoming payments, including property taxes, business tax receipts, and motor vehicle registrations.

As volumes steadily increased, the existing mail processing infrastructure began to show its limits. Legacy technology could no longer scale or support the enhancements needed to maintain service levels. The result was a growing backlog and mounting pressure to improve speed and accuracy, without expanding staff.

The staff needed a solution that could keep pace with rising demand while streamlining operations and preserving resources.

TECHNOLOGY:

MavBridge™ software with **One-Touch Processing** and OPEX Falcon® and Eagle® scanners

“I appreciated Mavro’s willingness to think beyond the standard approach, allowing us to enhance the base design with additional functionality.”

Jennifer Barry

Batch Processing Manager

OUR SOLUTION:

Following a comprehensive RFP process and evaluation of multiple vendors, the Palm Beach County Tax Collector selected Mavro Imaging's MavBridge software. Strong peer recommendations, compelling product demonstrations, and seamless integration with OPEX scanning technology made Mavro the clear choice.

Implementation was executed on schedule and without disruption. The transition was smooth, allowing the Tax Office to become operational quickly with minimal adjustments.



Beyond core functionality, MavBridge introduced advanced capabilities tailored to the organization's needs. A real-time lookup table validates payment amounts and automatically determines whether transactions should be accepted or flagged, improving both speed and accuracy.

Additionally, the platform processes a broad range of document types beyond standard coupons and stubs, enabling more transactions to remain within the automated workflow and reducing the need for manual intervention.

Lastly, upgrades for all licensed Mavro software were delivered quickly and at no additional cost, which allows Palm Beach to continuously maintain IT standards for its key platforms.

RESULTS:

- ✓ **Accelerated Processing**
Reduced mail processing time from 15 days to 1 day, providing a huge impact during peak tax periods
- ✓ **Significant Labor Efficiency**
A single operator can now process 6,000–7,000 payments per hour
- ✓ **Scalable Operations**
Increased capacity to handle growing volumes without adding staff
- ✓ **Improved Data Accuracy**
Real-time validation enhances payment accuracy and image quality
- ✓ **Expanded Automation**
Broader document scanning and processing capability, including the latest ORION interface for DMV renewals
- ✓ **Ongoing Support**
Responsive post-launch support ensures continuous optimization and adaptability to evolving requirements

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.