

# MAVRO Customer Case Study

## PSE&G Achieves 100% Payment Levels With One-Touch Processing and System-Wide Monitoring Thanks to MAVRO Imaging

*"It's that level of integrity that I've grown to expect from MAVRO. I know I can trust them."*

– Patrick Naples  
District Manager for  
Customer Operations PSE&G



**\$8.4 million**  
increase  
in daily  
funds  
availability



### THE OPPORTUNITY

Public Service Electric and Gas Company (PSE&G) is the 10th largest utility in the nation, delivering electricity and natural gas to more than 3.9 million New Jersey commercial and residential customers. If you turn on a light in New Jersey, chances are PSE&G is providing the power. PSE&G receives between 50,000–100,000 payments per day. Their former process required touching each piece of mail five to seven times. They also had a difficult time processing all their payments before the bank deposit cutoff time resulting in daily carryover. In addition, without effective monitoring tools, PSE&G was missing significant opportunities to reduce labor.

### THE SOLUTION

Looking to improve the timeliness of its incoming payment processing, PSE&G turned to MAVRO IMAGING for assistance. PSE&G's payment system now utilizes WAUSAU's ImageRPS™ Check 21-enabled remittance solution, OPEX's MPS 40 letter sorter, Eagle high-speed extractor, and six AS3690i scanners, along with several modules from MAVRO's MavBridge™ Solution Suite. In addition to automating the sorting, extracting, scanning and remittance processing, MavBridge™ allows for a never-before-available level of oversight and control of the entire payment processing operation.

### THE RESULTS

The results were beyond PSE&G's expectations. They achieved their goal of processing, posting and depositing 100% of incoming payments each day regardless of the volume. Each payment is touched only once and couriers are no longer needed, now that payments can be deposited electronically. And for the first time, PSE&G has the ability to monitor every step along the way, checking throughput, tracking trends, monitoring operators, and reporting on the entire process - all with significantly less FTEs.



OUR COMMITMENT is to exceed every customer's expectation...*continuously*

# Case Study Details

## REQUIREMENTS

### Processing Volume

- 50,000–100,000 envelopes
- 150,000–300,000 documents per day

### Quality

- Maximized processing of daily payments regardless of volume
- Reduced multiple touches for improved transaction integrity and security
- Added system-wide oversight, statistical tracking and reporting

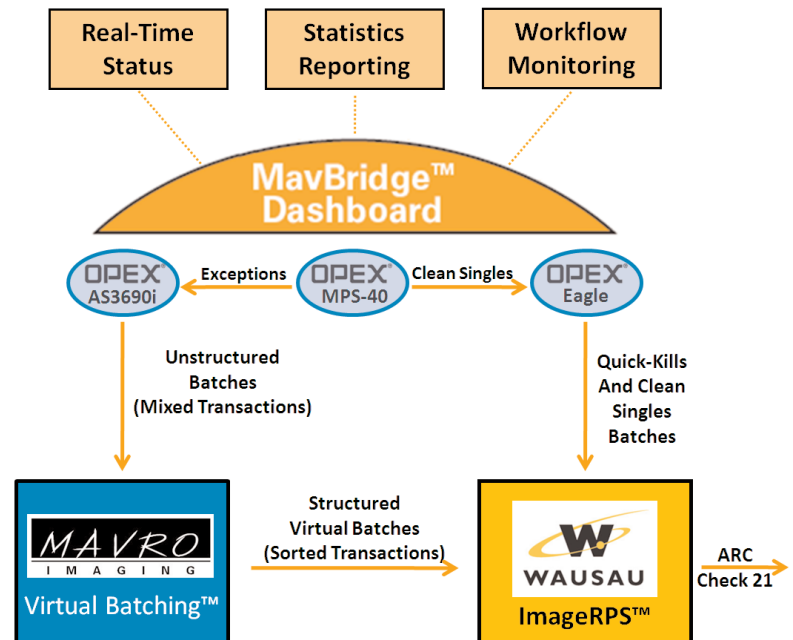
### Cost

- Significantly reduced staff
- Eliminated courier expense
- Improved funds availability

## IMPLEMENTATION

### Key Features

- Automated Sorting - automatic routing of clean singles to Eagle and all other envelopes to AS3690i scanners
- Quick Kills - Eagle wide-open IEM quick-kills over 50% of the clean singles which can be immediately deposited
- One-Touch Processing - AS3690i runs in a true unstructured mode, then MAVRO's Virtual Batching™ module creates clean structured batches
- Remote Deposit Capture - Payments are imaged and electronically transmitted from 24 satellite offices
- Full-Featured Remittance - ImageRPS™ with ARC and Check-21 enables best-route electronic clearing
- MavBridge™ Dashboard - Powerful monitoring tools provide real-time system status, accurate statistical tracking and system-wide workflow monitoring (previously unavailable in the industry)



*“When I started this project I didn’t even know MavBridge™ existed; now it’s indispensable.”*

– Patrick Naples

District Manager for Customer Operations PSE&G

## BENEFITS

### By The Numbers

- Exceeded business case expectations
- 100% of payments processed every day
- 50% of daily volume can be processed by one FTE
- Daily funds availability increased by 31% (\$8.4 million)
- Reduced staff by 1 FTE and 10 PTEs

### Additional Tangible Benefits

- One-Touch processing improved transaction integrity and minimized incorrect postings
- Full gray scale for hard-to-read images, such as money orders, reduced rejects
- Improved exception (e.g. check-only and check-list) processing
- Increased security of customer financial information

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