

MAVRO Customer Case Study

ACS Dramatically Reduces FTEs by 65% and Improves Quality with MAVRO Technology and OPEX Scanners



“Soon after we implemented MAVRO’s Document Imaging and Processing Technology, we looked back and were amazed how far we had progressed in only a few months.”

– **Helen Saunders**
Document Control
Manager, ACS

\$480,000
saved every
year

THE OPPORTUNITY

ACS is a \$6 billion FORTUNE 500 company and global leader in business process and information technology services with over 60,000 professionals supporting thousands of multinational corporations and government agencies in over 100 countries. NJ FamilyCare provides affordable healthcare for children living in New Jersey, a program administered by ACS, which requires the scanning and processing of applications and various other documents. The original process was labor-intensive, requiring 31 FTEs, and a number of controls to ensure high levels of quality were maintained.

THE SOLUTION

To improve the efficiency and quality of its document scanning and processing operation, ACS turned to MAVRO IMAGING. Working closely with ACS and utilizing its expertise in document imaging and processing, MAVRO integrated an OPEX AS3690 scanner and several modules from its MavBridge™ Solution Suite. Along with processing documents scanned on the OPEX scanner, MavBridge™ was configured to automatically import incoming faxes and to deliver the documents and essential metadata to ACS’s FileNet system. To ensure system-wide quality and to monitor throughput, MAVRO’s Dashboard was configured to provide Real-Time Status and Statistics Reporting.

THE RESULTS

The improvement in productivity was remarkable. FTE count dropped by more than 65% – from 31 FTEs to 10 FTEs resulting in savings of over \$40,000 per month or \$480,000 per year. Document images and data became available much earlier in the processing day – four hours earlier. What wasn’t on anyone’s radar was the significant increase in job satisfaction experienced by ACS workers as well as the increased satisfaction of NJ FamilyCare’s customers.



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

Case Study Details

REQUIREMENTS

Processing Volume

- 5,500 documents / 27,000 pages per week varying in sizes and shapes
- 1,600 faxes / 6,300 page faxes per week

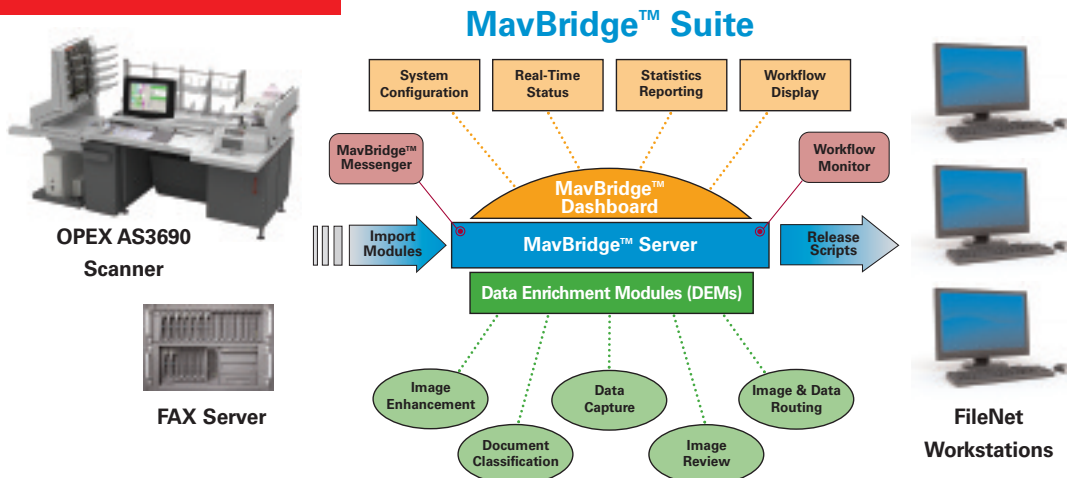
Quality

- Improve document control throughout the process and provide system-wide statistical reporting
- Enhance image quality from scanners and FAX

Cost

- Reduce FTE count
- Provide attractive payback
- Minimize hardware maintenance and cost of consumables

IMPLEMENTATION



Key Features

- **One Touch Scanning** – OPEX scanner eliminates transaction-type sorting, document preparation, date stamping, page counting, and target sheet printing
- **Automated FAX Importing** – 24-hour processing eliminates the printing and scanning of faxes resulting in much-improved images for downstream viewing
- **Document Queuing** – Flexible routing reads documents from any source in any format and delivers multipage TIFFs to FileNet Workstations on an as-needed, priority basis
- **Document Classification** – Automated classification streamlines FileNet indexing
- **Real-Time Status and Statistics** – Powerful MavBridge™ Dashboard modules provide real-time tracking and accurate statistical reporting (previously done manually)

“The MavBridge™ Solution has been a delight to manage and has performed above expectations right from the start.”

– **Fernando Chacon**
Network Administrator, ACS

BENEFITS

By The Numbers

- Reduced labor from 31 FTEs to 10 FTEs
- Realized savings of \$40,000 per month
- Complete payback within one quarter
- Eliminated printers and printing costs for 1,200 fax pages and 1,100 target sheets per day
- Improved document availability by 4 hours

Intangibles

- Deployment unexpectedly heightened ACS employee job satisfaction resulting from improved customer approval
- Statistics module minimized uncertainty of whether all documents were successfully being processed through the system
- Automated FAX processing eliminated printing jams and out of paper/toner errors

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www.MavroImaging.com ■ 22 Maple Tree Drive, Westampton, NJ 08060 ■ Phone: 609.265.3803 Fax: 609.949.9039