



## SUCCESS STORY



A **xerox**  Company

“Soon after we implemented Mavro’s document imaging and processing technology, we looked back and were amazed by how far we had progressed in only a few months.”

- **Helen Saunders**,  
Document Control Manager

## ACS Saves \$480,000 the First Year with Mavro Technology

### *NJ FamilyCare Document Processing Was Extremely Labor Intensive*

ACS, a wholly owned subsidiary of the Xerox corporation, 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. The program is administered by ACS and requires the scanning and processing of applications and various other documents. Each week, ACS processes over 5,500 FamilyCare document packages that include more than 27,000 pages in various shapes and sizes and also handles 1,600 faxes including over 6,300 pages.

The original process was labor intensive, requiring 31 FTEs, and an excessive number of controls to ensure that high levels of quality were maintained.

### *Mavro Designs a System to Streamline the Process*

ACS turned to Mavro Imaging to improve the efficiency and quality of its document scanning and processing operation. Working closely with ACS and utilizing its expertise in document imaging and processing, Mavro implemented a new system that included an OPEX AS3690 scanner and several modules from its MavBridge™ Solution Suite.

The Mavro system’s “One-Touch” processing ability using the OPEX scanner eliminates transaction-type sorting, document preparation, date stamping, page counting, and target sheet printing. Flexible routing reads documents from any source in any format and delivers multipage TIFFs to ACS’s FileNet workstations on an as-needed, priority basis. And the system’s ability to automatically classify documents streamlines FileNet indexing.

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 the FileNet system, totally eliminating the need to print and scan the faxes.

MavBridge™ Dashboard software is configured to provide real-time status and statistics reporting to ensure system-wide quality and monitor throughput. With Dashboard in place, managers can monitor the system from end to end, spotting potential issues and addressing them before they become serious problems. Comprehensive statistics provided by Dashboard let managers objectively measure operator performance and assign operators to the tasks they do best.



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

- **Fernando Chacon**,  
Network Administrator



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### ***Complete Payback Was Achieved in Record Time***

The improvement in productivity was remarkable. FTE count dropped by more than 65% – from 31 FTEs to 10 FTEs. Eliminating the need to print faxes reduced the need for printers, printer maintenance, and printing supplies. All of this resulted in savings of over \$40,000 per month or \$480,000 per year. At that rate, complete system payback was achieved within one quarter.

Document images and data became available much earlier in the processing day, in fact, four hours earlier. What wasn't on anyone's radar was the substantial increase in job satisfaction experienced by ACS workers due to the elimination of tedious hand sorting and preparation work. A significant improvement in the quality of the fax images makes them much easier to read and also contributed to the increase in operator satisfaction. And the quicker document turnaround time has resulted in increased satisfaction for NJ FamilyCare's customers as well.

Job satisfaction at the management level also saw an increase. The Mavro statistics module allows managers to track the progress of all batches through the system in real time, eliminating guesswork about how well the system is functioning and greatly reducing worry about whether production targets will be met.

### **About Mavro Imaging**

Mavro Imaging is a proven leader in developing innovative Payment Processing, Data Capture, and Document Management solutions. Our system-wide monitoring tools, extensive security features, and end-to-end encryption capability ensure peak efficiency and operational compliance with Check 21, HIPAA, and PCI. We maximize ROI by consistently delivering unique technologies such as Virtual Batching, EOB Data Capture, Interactive OCR, and Intelligent Check Separation. Mavro serves customers across a wide variety of industries including Retail/Wholesale Lockbox, Utilities, Insurance, Nonprofits, Service Bureaus, Fulfillment, and Government. The Mavro team excels at fully understanding all project requirements and then collaborates closely with customers to implement the best possible solutions.