



## SUCCESS STORY



“In one word, the Mavro Team is *exceptional*. They listened to us and were willing to do things they had never done before.”

- **Cynthia Hamm**,  
Vice President,  
Cash Management Services

## With a New Mavro Lockbox Solution, The Bank of Kentucky Reduces Labor Costs by More Than 25% and Expands Its Industry-Leading Capabilities

### ***The Bank of Kentucky Was Looking to Increase Automation While Maintaining an Exceptional Level of Flexibility***

The Bank of Kentucky, now acquired by BB&T, provides financial services to individuals, businesses, and organizations located throughout Kentucky and Ohio, and is well known for its exceptional level of customer service. The Bank of Kentucky takes particular pride as an experienced and creative Treasury Management Team that enthusiastically takes on the challenges of complex transaction processing and customized solutions other institutions often avoid.

Because the system the bank was using for its lockbox processing operation was beginning to age and an extensive software update was required, The Bank of Kentucky decided to investigate options for replacing the system. A primary goal for the Treasury Team was to identify a replacement system that would automate many of the manual procedures required for transaction processing while maintaining the flexibility and customization opportunities the manual processes allowed.

### ***Mavro Collaborates with The Bank of Kentucky to Implement an Optimized Retail and Wholesale Lockbox Solution***

The Bank of Kentucky thoroughly evaluated four vendors and chose Mavro Imaging as the vendor for their new lockbox processing system. After extensive collaboration with bank personnel, the Mavro Team designed a solution based on MavBridge™ Lockbox Software and Opex hardware including two AS7200i extractor/scanners and one AS180 scanner. The new system provides complete MavBridge™ One-Touch Processing. Transactions are touched only once when they are extracted and scanned. In turn, the MavBridge™ Software handles every transaction type and every conceivable exception.

The imaged-based MavBridge™ workflow enables data extraction and data validation, and simplifies processing of exception transactions such as check only payments, business checks with attached skirts, and check and lists. The MavBridge™ System includes the ability to apply complex business rules to complicated transactions such as mortgage payments requiring multiple payment allocations or strict amount acceptance qualifications. All of this functionality means that the manual, paper-based procedures The Bank of Kentucky had previously developed to handle complex customer transactions were eliminated.

The system also includes MavBridge Connect™ Web Portal software, allowing the bank's lockbox customers to access reports and transaction images via any web browser. The Bank of Kentucky's customers now have more timely access



“What I think really stood out was Mavro’s ability to build a complete solution in a timely fashion to meet our particular needs.”

- Tyler Groneck,  
Business Intelligence Officer



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to their data and the bank no longer needs to send out CDs or paper reports. One of The Bank of Kentucky’s popular services is the ability to process returned checks for a nationwide base of customers. During a “blue sky” session in the implementation process, the bank’s project team remarked that it would be great if Mavro had Consolidated Returns Software that would allow them to increase the automation and efficiency of the returns process. Working closely with the bank, Mavro met the challenge and developed a Consolidated Returns Module. After implementing the new module, The Bank of Kentucky has the most efficient returns processing capability of any institution in the industry, further enhancing their reputation for exceptional service.

### ***The MavBridge™ Lockbox Solution Has Already Reduced Costs Significantly and Improved Customer Service***

With the new MavBridge™ Solution in place, The Bank of Kentucky is already achieving their cost reduction goal of 25%. And using the extensive performance monitoring and reporting capabilities built into the system to evaluate operator performance and set standards, even further improvements are expected.

The easy accessibility and convenience of the MavBridge Connect™ Web Portal has been especially well received by The Bank of Kentucky’s lockbox customers. The ability to quickly research individual transactions via the portal has provided a time-saving benefit to both the customers and the bank.

The Bank of Kentucky is especially pleased that the Mavro system has positioned them particularly well for expected future growth. The ease of adding new jobs, ability to process more transactions with less labor, and efficient handling of even the most complex transactions all mean that The Bank of Kentucky Treasury Team can expand their operations while maintaining the exceptional level of service their customers have come to expect.

### **About Mavro Imaging**

Mavro Imaging is a proven leader in developing innovative Remittance Processing, Lockbox, and Document Imaging solutions. Our system-wide monitoring tools, extensive security features, and end-to-end encryption capability ensure peak efficiency and operational compliance with ICL, HIPAA, and PCI requirements. The Mavro team excels at fully understanding all project specifications and then collaborating closely with customers to implement the best possible solutions.