

IMPROVING PAYMENT PROCESSING AT IMAGE REMIT® A DIVISION OF CASH MANAGEMENT SOLUTIONS®

One-Touch Scanning through the Falcon® scanner and CertainScan® software enhanced image quality, improved quality of service, and increased efficiency in internal operations

OPEX®

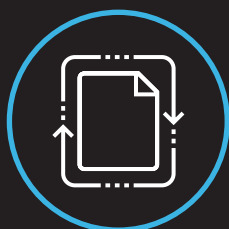
// THE BACKGROUND

Cash Management Solutions® (CMS) has been providing powerful and innovative lockbox payment and remittance solutions to its clients for more than three decades with its headquarters in Clearwater, Florida. The company's Image Remit® (IR) outsourcing division was launched in 1999 in New Brunswick, New Jersey to provide financial institutions with high-quality, image-based, private-label lockbox services. IR currently provides image-based outsourcing and payment remittance processing services for wholesale and retail lockbox, adjudication, batch processing, healthcare revenue cycle management, and other applications to a wide variety of industries, including the finance, insurance, and utility industries, for both end-users and third-party service providers.

// THE CHALLENGE

While CMS and IR have always provided reliable service to their customers, imaging operations were time-consuming and labor intensive. Prior to installing OPEX® equipment, the operations side of IR's business used multiple image capture devices to accommodate customized image solutions for their clients. For example, capturing a full-page image versus a stub-sized image had to be done separately on different equipment, making daily operations manual and challenging. With their former system, IR used multiple types of full-page, image, and business scanners to handle different types of documents. Because they had to use a variety of imaging hardware to complete daily operations, IR also had to use multiple layers of image import software to create the required output for each client.

// KEY CHALLENGES



DOCUMENTS ARE TOUCHED
MULTIPLE TIMES BY MULTIPLE
PEOPLE IN SEVERAL LOCATIONS



DOCUMENTS ARE OFTEN IN POOR
CONDITION, PREVENTING IMAGES
FROM BEING HIGH-QUALITY



MULTIPLE LAYERS OF SOFTWARE
WERE NEEDED TO CREATE
THE REQUIRED OUTPUT

// KEY RESULTS

100%

MAIL AND DOCUMENTS ARE
SCANNED ON ONE MACHINE

3

LARGE CHECK TRANSPORTS
WERE REPLACED BY ONE
FALCON SCANNER

66%

AMOUNT OF LABOR SAVED

// THE SOLUTION

IR configured a solution that included both OPEX®'s Falcon® scanner series and CertainScan® software package. With the new equipment in place, IR has been able to reduce mail preparation time and costs. Because all types of documents can be scanned on the same hardware, operational efficiency has been greatly improved. More importantly, IR can view images in realtime as they are scanned, which has reduced the number of re-scans significantly and improved final image quality across the board. IR was also able to replace three large check transports with a single Falcon unit, saving maintenance and labor costs while improving compliance.

"IMPLEMENTATION WAS TRULY EFFORTLESS. THE SUPPORT AND SERVICE WE RECEIVED DURING THE TRANSITION PERIOD WERE OUTSTANDING. OPEX'S ON-SITE SUPPORT TEAM ENSURED THAT THE IMPLEMENTATION WAS SMOOTH, EVEN SUGGESTING PROCESS IMPROVEMENTS TO PROVIDE THE BEST IMAGING SOLUTION FOR OUR CLIENTS."

-Jacqueline Cash
Managing Director, CMS and IR

// THE FUTURE

The OPEX solution provides useful reports and management tools that have helped improve the company's ability to monitor and improve the business.

"THE WORK OF MULTIPLE EMPLOYEES IS NOW DONE BY ONE. IN THE EYES OF OUR SOC 2 AUDITOR, THIS DRASTICALLY REDUCES SECURITY RISK AS THERE IS MUCH LESS HANDLING INVOLVED TO GET THE WORK PROCESSED."

-Jacqueline Cash
Managing Director, CMS and IR



HAVE QUESTIONS? CONTACT US. // opex.com // info@opex.com

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