

Que Financial penetrates new markets and supports dramatic business growth with Progress®.



CASE STUDY

CHALLENGE

QUE Financial identified an emerging market opportunity to provide both retail and wholesale lockbox services to expand into a new market.

SOLUTION

Implement the proven ImageRPS image-based, two-pass remittance processing solution from Progress® Application Partner WAUSAU.

WHY PROGRESS® SOFTWARE

Progress OpenEdge® provides a unified environment comprising development tools, application servers, application management tools, a relational database, and the capability to easily connect and integrate with other applications and data sources.

BENEFIT

Successfully entered a new market and expects to double—or even triple—its business in its first year of operations with ImageRPS.

QUE Financial has a long history of providing its healthcare clients with management of current self-pay accounts receivable services. The company sought to leverage its unique approach to patient account resolution to address new markets. QUE Financial had traditionally worked closely with hospitals and clinics to process and manage the accounts receivable function and recognized the opportunity to develop a lockbox service that would extend the company's reach to other industries.

QUE Financial executives identified an emerging market opportunity to provide both retail and wholesale lockbox services that accelerate the processing of customer payments, lower administrative costs, and increase staff efficiency. The company needed the technology infrastructure necessary to enter this new but related market, and after evaluating its available options, selected the ImageRPS application from Progress Application Partner WAUSAU, a premier provider of payment and remittance processing solutions.

With its products, services, and consulting, WAUSAU works with customers to speed check processing, electronic presentment, Automated Clearing House (ACH) payments, transaction processing, distributed capture, and enterprise content management. WAUSAU's innovative solutions provide results for a wide range of organizations, including financial institutions, insurance companies, utilities, retail businesses, and governmental agencies.

According to Jere Burch, vice president and COO of QUE Financial, "We needed a reliable, full-featured remittance solution that would allow us to automate many processes that were previously performed manually so we could extend our business to move beyond healthcare to address remittance processing opportunities in other markets. At QUE Financial, we focus on building long-term relationships with important suppliers and we conducted a careful evaluation. We then selected the ImageRPS application from WAUSAU and developed an aggressive implementation schedule."

AUTOMATING PAPER PROCESSING

QUE Financial was processing about 60,000 patient payments a month for its clients and wanted to manage this process more efficiently. The goal was to build a scalable technology infrastructure that would support future expansion into retail and wholesale lockbox services.

“WAUSAU offered a proven, integrated solution that would allow us to immediately improve our operational productivity while providing us with the capacity to serve more customers.”

— Jere Burch

Vice President and COO

QUE Financial’s bank had originally approached the company with the idea of electronically depositing patient payments to improve cash flow for the healthcare institutions served by both QUE Financial and the bank. Management developed a plan to automate its current remittance processing so the company would have the production capacity to address new markets.

Image processing was a major requirement for QUE Financial because of the desire to provide Accounts Receivable Conversion (ARC). ARC allows remittance processors to convert certain eligible paper checks into electronic ACH transactions governed by the National Automated Clearing House Association (NACHA). Paper checks are then destroyed, with images retained, and return items are received electronically with more re-submission options. ARC offers faster funds availability and lower deposit costs, and it reduces exception-processing time.

But implementing ARC requires a powerful, reliable, and scalable database that allows remittance companies to scan images of checks and payments, manage exceptions (such as when payments include notes or address changes), and provide easy, rapid, and secure access to images and information. “We ran a very ‘paper-intensive’ business, and our goal was to automate our paper processing so we could offer current and future customers increased operational efficiencies,” said Burch. “WAUSAU offered a proven, integrated solution that would allow us to immediately improve our operational productivity while providing us with the capacity to serve more customers.”

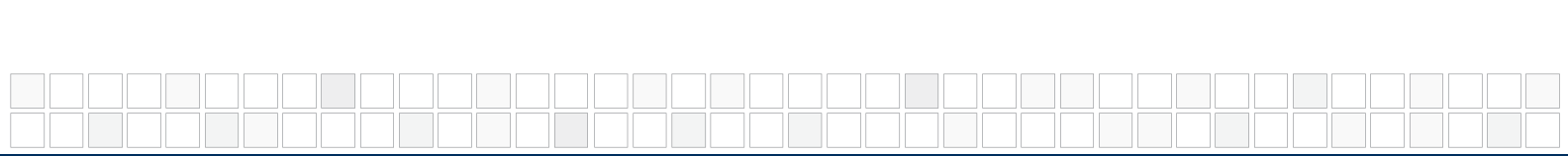
SELECTING THE RIGHT TECHNOLOGY PARTNERS

WAUSAU is committed to providing the most technologically advanced remittance solutions to satisfy the needs of its customers. WAUSAU’s industry-leading remittance solutions offer advanced transaction technology that is flexible and scalable—whether an organization receives recurring business or personal checks, partial or full remittance payments, or single check or full-page transactions.

ImageRPS is an image-based, two-pass remittance processing solution. The product suite offers a wide selection of options designed to make the processing of bills and checks effortless. These options not only allow companies like QUE Financial to complete deposits, transmissions, and research faster, but also to build a base of transaction knowledge that can save time and money.

Remittance processors and lockbox providers need to continually evaluate clearing options to take advantage of cost efficiencies and maximize funds availability. ARC has been the leading force behind growth in Electronic Clearing and provides a cost-effective, proven solution for remittance processors. WAUSAU’s ImageRPS solution is a proven industry leader in remittance processing and provides fully integrated capture, return management, duplicate processing detection, full-page Optical Character Reader (OCR) software, dual monitor display, reporting, and archiving—which are all key features of the solution.

WAUSAU’s remittance processing solution offers proven hardware and software imaging technology that automates deposit creation, account posting, and image archiving of payments. ImageRPS provides fast and accurate data capture and completion, ARC



conversion/check truncation (paperless transactions), deposit and ACH creation, data transmission output, wholesale processing, credit card payment processing, and exception item processing. The solution is based on Progress OpenEdge, an integrated platform for the rapid development, deployment, and management of business applications that are standards-based and service-oriented.

OpenEdge provides a unified environment comprising development tools, application servers, application management tools, a relational database, and the capability to easily connect and integrate with other applications and data sources. Applications built on the OpenEdge platform are portable, reliable, and scalable, yet they require less administrative resource than other deployment platforms.

“One of the key differentiators in helping us grow market share and our customer base is our ability to leverage Progress Software’s OpenEdge platform,” said Patrick Brzezinski, vice president of remittance solutions for WAUSAU. “The flexibility of the Progress platform enables us to easily customize solutions for different verticals and meet the unique requirements of our individual customers.”

“The reliability of the OpenEdge database ensures our customers are always up and running, and the ease of maintenance means our clients do not need a dedicated database administrator, which is an extremely attractive benefit,” Brzezinski continued. “The robust nature of OpenEdge makes it easy to evolve our solution and enables us and our customers to gain a solid return on our investments in Progress technology.”

SMOOTH IMPLEMENTATION LEADS TO MAJOR PRODUCTIVITY GAINS

WAUSAU led a pre-installation meeting, and customized ImageRPS to meet QUE Financial’s business requirements. A WAUSAU Implementation Specialist was located on-site for two weeks to manage the installation and train the employees. WAUSAU worked closely with QUE Financial to update its workflow to take advantage of the new solution. “Installation was smooth, and that had been a concern of ours because in the past we have run into problems when introducing new technologies,” Burch said. “One of the reasons we selected WAUSAU was because they understood our business and offered a problem-solving approach, and WAUSAU worked closely with us during a very smooth implementation.”

Previously, every payment processed by QUE Financial was hand-keyed, so ImageRPS provided an immediate impact. Images are scanned into the application, and ImageRPS offers flexible viewing options. For example, WAUSAU customers can view full-page images, and the data is captured using OCR and automatically placed into the appropriate fields.

“We went from having 4-6 people processing payments for 3-4 hours each weekday down to one person processing payments for only 2-3 hours daily. That’s over a 75% improvement in labor efficiency while processing a larger volume,” Burch explained. “We also immediately benefited from increased security and accountability that helps the accuracy of posting and centralized payment processing. In the past, if we needed to access an image of a payment we would have to request it from the bank, but now we can view both sides of a scanned document in seconds.”

EXPANDING INTO NEW MARKETS

Now that the system is fully operational and supporting existing customers, QUE Financial has recently begun marketing new lockbox services to both retail and wholesale prospects. "Providing lockbox services is new to us, but WAUSAU is providing us with not only the technology but the expertise to use it," Burch stated. "We needed to improve our productivity and our workflow so we could scale our infrastructure to support new markets. Now that we are taking advantage of the available technology, we can address new markets and process more transactions. WAUSAU is not just a vendor to us. They're a partner that understands the technology and has a vision of the future that we can leverage as we grow our business."

QUE Financial expects to double—or even triple—its business in its first year of remittance processing operations with ImageRPS. "We have developed a compelling value proposition for lockbox services," Burch said. "Most lockboxes don't process exceptions, but we've developed organizational expertise in this area that we can now better leverage because of the scalability of our infrastructure. For the first time, we are expanding beyond the healthcare market and leveraging our customer-focused remittance capabilities to attract new customers in other industries."

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ABOUT PROGRESS SOFTWARE

Progress Software Corporation (Nasdaq: PRGS) provides application infrastructure software for the development, deployment, integration and management of business applications. Our goal is to maximize the benefits of information technology while minimizing its complexity and total cost of ownership.

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