



### Case Study: A.I.M. Mutual Insurance

*A.I.M. Selected Lighthouse Payment Services to Provide Clearingworks - Integrated Receivables to Streamline Their Accounts Receivable Process*

#### Background

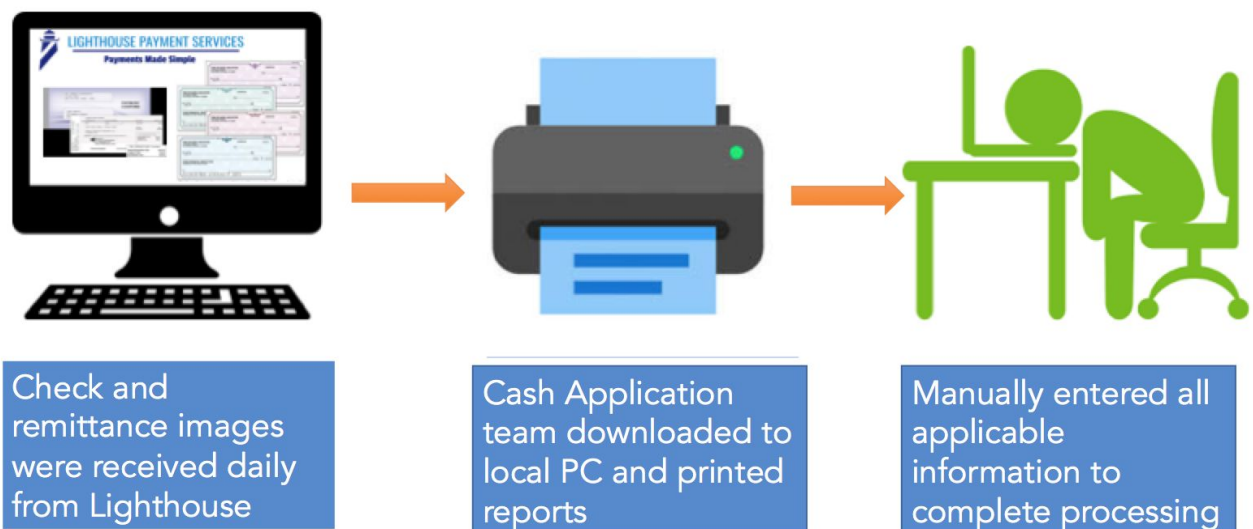
From its beginnings in 1988, A.I.M. Mutual has adhered to its founding principles to provide workers compensation and employers liability insurance coverage at a level of service that sets the industry standard. A.I.M. Mutual introduced workers compensation as a partnership between the employer and the insurer, and, in short order, employers welcomed the change and saw the immediate benefits. The company has grown to one of the largest regional workers compensation specialists, maintaining a major share of the Massachusetts market.

Since A.I.M. services primarily business customers, most of their receivable payments are made by check or ACH. A.I.M. uses Lighthouse Payment Services to open and process all their mailed in payments, using the Clearingworks - Integrated Receivables software. Their initial implementation of lockbox services used only basic check and remittance document imaging, and as a result A.I.M. was still having to do a lot of manual effort to apply payments.

#### Lighthouse Payments Offers Expanded Services

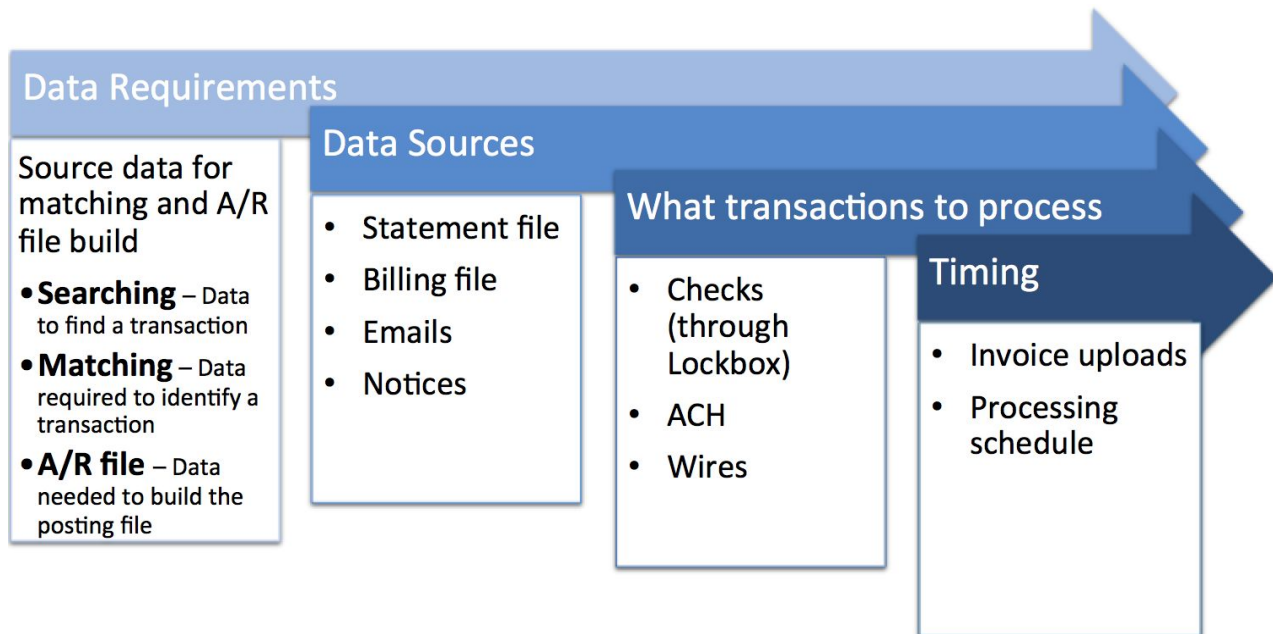
Lighthouse Payments reviewed their current business process with A.I.M. Mutual and identified A.I.M. as a good candidate for the newest version of Integrated Receivables. The analysis was done by assessing the types of payments being received, the current business process and the willingness of A.I.M. Mutual to change business processes in order to gain long-term efficiencies.

Just one look at the old business process and it is easy to see how the Integrated Receivables improvements were a big win:



### Revised Business Process

Lighthouse outlined a new business process to illustrate to A.I.M. Mutual how Clearingworks - Integrated Receivables could automate a good deal of their manual data entry. This could be accomplished simply by receiving a daily open invoice from A.I.M. Mutual and using this to enhance the OCR reading off of the remittance documents. Below is a simple diagram outlining this new business process:



### Measurable Results

A.I.M. Mutual’s Receivables Operations Manager monitors key performance indicators and efficiencies and includes this information on regular reports to the executive team. Before the implementation of the new Integrated Receivables solution, A.I.M. Mutual was spending 20 hours per week doing manual data entry to apply receivable payments. After the implementation this time was reduced to 3 hours per week. Accuracy of posting transactions improved as well, further reducing the amount of customer support time required to address customer payment issues.

The existing receivables operations team members were able to be cross-trained on other aspects of the business which resulted in further benefits for the company.

### For More Information

Learn how to implement a successful integrated receivables strategy at your bank by contacting a US Dataworks Integrated Receivables specialist at 281-504-8000 or [info@usdataworks.com](mailto:info@usdataworks.com).

**This case study is for informational purposes only.**