



## SAFELITE AUTOGLASS STREAMLINES PAYMENTS PROCESSING WITH AVANTGARD

Through the combination of AvantGard Secure32 and the AvantGard PayNetExchange service, Safelite AutoGlass has seen significant improvements to their payment processes.

### Background:

Columbus, OH-based Safelite AutoGlass is a multi-faceted auto glass and claims service organization comprised of three major business operations that include auto glass fulfillment services, windshield manufacturing, and fleet and insurance claim management services. Safelite AutoGlass is a subsidiary of Belron US, the world's largest vehicle glass repair and replacement company, which is privately held, employing more than 6,300 people throughout the U.S.

### Challenges:

In the fall of 2002, Safelite decided that it was time to overhaul their check printing solution.



Through using a commercial package to print checks, there were growing concerns about the lack of control and flexibility provided by the solution. For any configuration changes or form modifications, Safelite was forced to contact the vendor, who maintained administrative rights to the system. Even for simple updates such as bank account, address or signature changes, Safelite would call the vendor, who would make background changes, and then charge fees for an onsite visit to refresh the system.

The final straw came with a transition to Oracle for core finance and accounting applications. Integrating payment files between Oracle and the old payment system was a challenge, as was managing multiple printers.

### Solution:

That same fall, Safelite decided to find a new solution to manage the 2,000 to 3,000 checks that were being printed on a daily basis. The search led to two SunGard products: AvantGard Secure32 for MICR laser check

### SAFELITE AUTOGLASS

- Industry:** Auto Glass and Services Company
- Environment:** Centralized
- Location:** US
- Revenue:** €2000 Million (Belron)

### SOLUTION BENEFITS DERIVED:

- Reduced expenses through staff reallocation and reduced equipment purchases
- Enhanced reporting
- Reduced strain on IT resources
- Gained full control over their check printing process

printing and AvantGard Secure Document Design for Windows (SDDW) for forms design.

AvantGard Secure32 has given Safelite full control over their check printing process. Payment files import easily from Oracle, and no modifications have been required within the Oracle system. Safelite administers AvantGard Secure32 on their own, including maintenance of authorized users and setting security controls. AvantGard Secure32 makes it easy to split files to multiple printers. Other valuable features include full audit reports, secure reprints and copies and flexible sorting routines.

*“Check printing is a non-value-add process. By shifting this process to SunGard, we have eliminated all the internal printing hassles that plagued us and at the same time increased control over our payment processes!”*

*Aaron Wisenbarger, Accounts Payable Manager, Belron US*

The form design tool has given Safelite the convenience and freedom needed to design and maintain its own check forms. Changes are performed in minutes with no third party intervention required.

#### **Results:**

After using AvantGard Secure32 for one year, Safelite decided to take another giant leap forward to improve their payment process. Though the process was more efficient with AvantGard Secure32, printing checks still required 2 to 3 hours of every business day. Time spent watching printers and distributing printed documents was time taken away from more important tasks.

Convinced that check printing was a non-value-add activity, Safelite decided the best approach was to shift the check printing burden to a trusted third party. Safelite conducted an analysis of in-house printing versus outsourcing and verified that outsourcing was a cost-effective alternative. A request for quotation (RFQ) process was conducted to determine the best partner



based on quality, service, security, and cost. The vendor that emerged from the process was already a trusted Safelite vendor – SunGard.

The transition to the outsourced service proved easy and was accomplished without IT resources. Safelite uses existing Oracle capabilities and scripting to split payments for either local printing through AvantGard Secure32 or routing of payments to the AvantGard PayNetExchange service. With the flexibility of dual paths, Safelite sends the majority of payments to SunGard, while routing exceptional payments requiring special handling to the local AvantGard Secure32 system.

#### **Benefits:**

Through the combination of AvantGard Secure32 and the AvantGard PayNetExchange service, Safelite has seen significant improvements to their payment processes. Following are some of the benefits they have experienced:

- Safelite has been able to reduce expenses through staff reallocation and reduced equipment purchases and maintenance.
- From a single payment file, Safelite can route payments for local or external check printing, giving them flexibility to optimize payment production. The dual paths have also given Safelite a disaster recovery plan, which is further enhanced by the disaster recovery capabilities of SunGard.

- In a company with tight IT resources, the implementations of AvantGard Secure32 and later the outsourcing service were accomplished with no development time or resources.

- Safelite has been able to redirect valuable staff time away from check printing to other important accounting tasks.

*“Printing two to three thousand checks a day in our facility was cumbersome and extremely labor intensive. In fact, the process required up to three hours of staff time each day. The staff involved had other priorities, but we were paying people to watch printers and stuff envelopes! Now we just send files to SunGard and we focus our energies on more important tasks...”*

*Aaron Wisenbarger, Accounts Payable Manager, Belron US*

- The outsourced service has been reliable, meeting all Safelite service level expectations.

- Safelite uses the AvantGard PayNetExchange application to retrieve needed payment documents from a secure document archive maintained by SunGard.

Retrieved documents include the unique insurance terminology typical with Safelite payments, information that has proven helpful in resolving disputes.

- Flexible reports and auditing tools have been helpful to meet the needs of internal auditors, and made daily balancing feasible and convenient.

- Access to the Secure Document Design for Windows tool has made form modifications quick and convenient.



## ABOUT AVANTGARD PAYMENTS

The AvantGard Payments solution offers a unique payments suite of electronic payments and check printing solutions. AvantGard streamlines the processing of payments helping to improve routing, connectivity and integration; reduce transactional and operational costs; increase security; and improve the management of payment information, exceptions, and statement flows.

## ABOUT AVANTGARD

SunGard's AvantGard is a leading liquidity management solution for corporations, financial institutions and the public sector. AvantGard provides chief financial officers and treasurers with real-time visibility into cash flows and increased operational controls around treasury, receivables and payments management. The solution aggregates data for a single view of cash, drives productivity through automation, and fosters collaboration between trading partners. For more information, visit [www.sungard.com/avantgard](http://www.sungard.com/avantgard).

## ABOUT SUNGARD

With annual revenue of \$5 billion, SunGard is a global leader in software and processing solutions for financial services, higher education and the public sector. SunGard also helps information dependent enterprises of all types to ensure the continuity of their business. SunGard serves more than 25,000 customers in more than 50 countries, including the world's 50 largest financial services companies. Visit SunGard at [www.sungard.com](http://www.sungard.com).

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