

## About the Customer

A national insurance company, providing insurance policies for Life, Fire and Auto policies to millions of individuals throughout the nation, has chosen TROY as its preferred MICR solution since 1994.

Prior to using a TROY solution, this insurance company was using HP LaserJets with HP MICR toner and fonts.

The challenge of consistent MICR quality faced HP, who determined that it was not favorable to continue manufacturing MICR solutions. HP introduced TROY to their key customer who have since been using a TROY MICR solution to enable their Claims Check Printing, Life/Health benefit check printing, as well as Accounts Payable check printing.

## The Solution

Throughout the past 12 years they have purchased and continue to use a variety of TROY MICR Printers. Some TROY MICR Printer models that are currently being used include the TROY 512+, 617/4000, 4100,4300, 2300, 2430 and 4350 Printers. This insurance company currently has over 5,000 TROY printers in use.

Connected to secure networks the TROY printers are being utilized with a variety of software packages. The Accounts Payable application uses a standard accounting software package. Where as the claims operation uses a highly customized application which has been designed in cobol allowing all claims checks to print directly to the specified TROY printer.



## The Result

The TROY solution allows claimants to receive their checks in 1/3 of the time. This is a result of the secure nature of the system making it ideal to print checks locally and provide through the local mail or via a pick-up service.

"TROY is our vendor of choice and has been for over 10 years due to the high quality of products they produce, and their excellent customer service." according to the Senior Purchasing Manager.



\*\* To protect customer privacy TROY does not disclose customer names without written consent.

Business Partner



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