

# Netrics Success Story

## Government Agency Speeds Claims Processing

**Netrics Data Matching Platform™** allowed a US Federal Government agency to match commercial claims from creditors, customers, and vendors to bankruptcy filings, speeding up throughput 20-fold

### The Client

Client "A" is a district office of a US Federal agency operating over a multi-state region.

### Situation Analysis

Each month, A processes tens of thousands of commercial claims related to bankruptcy filings. Vendors, creditors, customers, and others submit claims against the assets of businesses that have filed for bankruptcy. Inaccuracies and inconsistencies in the spelling and formatting of business names and addresses have historically prevented automation of the process of linking claims to bankruptcy filings, and have necessitated a slow, costly, and imperfect manual look-up and matching process. As case volume grew and resources shrank, the agency was seeking a way to automate the assignment of claims to filings.

### The Challenge

A needed a cost-effective way to dramatically increase the throughput and accuracy of the look-up and matching process. A fully automated system was out of reach because of budgetary constraints, so A was interested in a tool that could augment the manual process.

### The Netrics Solution

Netrics Matching Platform was deployed as a part of A's back-end data processing flow to perform error-tolerant lookup of the debtor identified in a creditor's claims. The closest likely matches are presented for human review, and for each claim the operator makes a final selection of which bankruptcy filing to link to.

### Successful Outcome

The measured throughput of the human operators has increased by over 20x compared to the rates observed for manual look-up and file labeling. Agency A is operating more efficiently and has been able to reallocate staff to more critical and higher value phases of their operation.