



CASE STUDY

Aggressive growth  
plans hindered  
by a **Partner**  
**That Can't Scale**

Get more to go on<sup>TM</sup>

# THE CLIENT

National Services Partner to Endodontic Practices



## BACKGROUND

**Picture this:** you're a growing company focused on providing comprehensive business and operational support services to your partner endodontic practices across the country. Your partner doctors rely on you to greatly reduce their administrative burden so they can just focus each day on providing the highest quality dental care to their patients. You are poised to execute on an aggressive growth plan to substantially increase the number of partner practices that you are supporting, but your current accounting services provider is already missing deadlines and they've informed you that they can't provide services to even more doctors.

As the leader of the organization, you know that you need to find a partner you can work with that you can trust, that places a high importance on timeliness and accuracy but that can also scale up with you as you grow your business. There's got to be someone you can leverage that has been through this kind of growth scaling before and can step in and help you sooner than later.

## OUR SOLUTION

So you turn to your investors for trusted advice and they point you to **Quattro**. Our accounting experts already have the key process and quality expertise you can leverage, as well as the capability to easily scale with you at the same pace you want to grow your business. So while your competitors are remaining stagnant, you're forging ahead with the changes you need to put your growth plans into action.

In July 2020, Quattro was able to mobilize quickly to implement the following solution:

- On-boarded all of their current clients to Quattro-hosted platforms
- Completed a phase-wise transition of processes in order to ensure seamless knowledge transfer without any disruptions to the clients' regular operations
- Implemented a web-based invoice approval and payables management system
- Completed backlog financials for each doctor and outlined a close calendar for timely delivery of financials each month going forward
- Set up a consolidated, web-based, data storage platform of patient medical data for easy access and retrieval by each partner doctor when needed
- Set up Xview to give each doctor actionable insight into their practice's financial health

## BENEFITS

So now the client has **more to go on**

- All client doctors now receive their financials on time every month to enable them to make agile business decisions with current data to support them
- The client's office managers have better control and insight on the practice's AP process and cash flow
- The client doctors now receive a greater value for their accounting service fees with the addition of the BI Tool and monthly Trusted Advisor conversations resulting in higher client satisfaction
- Client is now confidently executing their growth plan knowing that they have a partner that can easily scale with them and provide high quality services to their end customers

## ABOUT QUATRRO

### BUSINESS SUPPORT SERVICES:

Quattro's story starts back in the late 1990's, where we began as the BPO arm of one of the world's leading accounting firms, RSM. During that time we grew to become an accounting powerhouse with a robust technology platform and hundreds of professionals both in India and the US serving more than 2,000 mid-market clients. In 2008, Quattro was carved out and became its own separate entity. The new owners continued to invest in the company and expand its capabilities - new services were added, such as technology services and payroll processing. Today Quattro has more than 1,200+ employees and we're continuing to grow and invest in cutting-edge tools and resources to give organizations even more to go on. It's how clients around the world - from multi-unit franchises to regional non-profits to global corporations - are able to see further, scale smarter and stand stronger.

We'd love to help you **gear up for your tomorrow.**

Reach out to us: [connect@quattrobs.com](mailto:connect@quattrobs.com) | Call: 866-622-7011

[www.quattrobs.com](http://www.quattrobs.com)



Get more to go on