



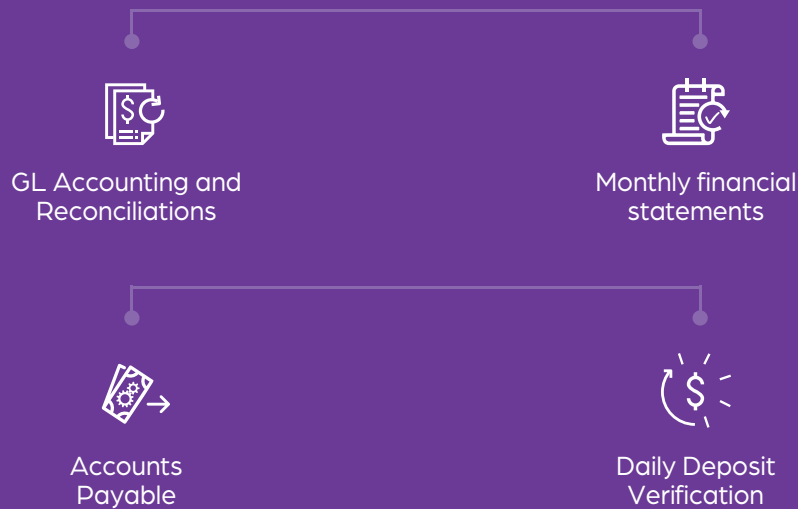
CASE STUDY

Aggressive growth  
plans hindered by  
**inconsistent processes  
and platforms**

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

# THE CLIENT

National Healthcare Provider of Non-Surgical Treatment of Acute and Chronic Pain



## BACKGROUND

**Picture this:** you're a national healthcare provider focused on providing non-surgical treatment of acute and chronic pain. You are poised to execute on an aggressive growth plan to increase your number of corporate-owned clinics, and you are also going to begin franchising! You have a couple hundred potential franchisees that have expressed interest in your franchise, but challenges with the current complex and manual accounting processes across all of your locations are distracting you from being able to really take your growth plans forward.

As the leader of the organization, you know that you need to get all of the clinics using the same platforms and processes in order to be able to successfully scale the way you want to, but you aren't sure the best way to go about doing that in a way that won't take years to implement. There's got to be someone you can leverage that has been through this before and can help you make the needed changes in a timely manner.

## OUR SOLUTION

So you turn to **Quattro**. Our accounting experts already have the key transition and platform expertise you can leverage, as well as the skills to implement standardized processes that will work across all of your locations. So while your competitors are remaining stagnant in their company growth, you're moving forward with the changes you need to greatly increase your national reach and customer base.

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

- Transitioned all of their current clinics to Quattro-hosted platforms from the various platforms they were each using
- Completed a phase-wise transition of processes in order to ensure seamless knowledge transfer without any disruptions to regular operations
- Trained each clinic on the new standard processes and Qport, the tool they would utilize, including:
  - A web-based invoice approval and payables management system
  - A web-based financial reports repository and drill-down reports with transaction detail capabilities down to the invoice image
- Completed documentation of all operational accounting processes for use across all locations
- Implemented standardized and customized reports at the clinic and consolidated level

## BENEFITS

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

- The standard accounting processes now followed across all locations allows management be able to do better analysis across the business and assures better end-to-end controls
- Management has enhanced online insight into the financial and cash position of the business – both at a clinic and consolidated level
- The client has not only saved money on late payment fees to vendors but has also reported an enhanced relationship with their vendors now that AP payments are made on time
- They now have a standard, scalable and cost-effective back-office service package that they can recommend to franchisees as they onboard to so they can just focus on getting the franchise up and running – and growing – quickly.

## ABOUT QUATTRRO

### 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 IT support 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)



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