

CLIENT
STORY



CASE STUDY

Providing
Transformational
Value Through **AR**
Process Excellence

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CLIENT BACKGROUND

The client, a founder-run business started in 2001, is a leading managed IT infra solutions provider for cloud, and dedicated servers. The client is situated in Los Angeles and is well known for providing prompt customer service. They now operate 11 data centers throughout the United States.

THE CHALLENGES

Accounts receivable management is critical for maximizing cash flow, minimizing costs, and maintaining strong customer relationships. However, due to a lack of resources, the client's accounting processes and infrastructure had led to the new CFO having to take on many processes themselves leaving no time for focus on strategic growth. The client knew that the process they had followed for many years was not designed to handle the scale for the complexity and pace of change that came along with their rapid growth.

Key pain points included:

- A significant backlog of collections and cash applications that had not been reconciled or updated in quite some time
- A lack of visibility to accurate outstanding customer balances due to the backlog of cash applications
- Issues with Billing Application discrepancies that had not been addressed for a long time leading to customer frustration
- Difficulty forecasting and making data-driven decisions due to the outdated information available to their leaders

These difficulties the client encountered brought to light the urgent requirement for a reliable AR management process and workflow. The client was introduced to Quattrro, who used their 25+ years of experience to outline a solution that would address the fundamental problems the client was experiencing.

THE SOLUTION

Quattrro's proven AR experience in the technology industry provided the foundation for rapidly assessing the root causes of the client's issues. We were able to implement a complete, customized solution that was the right fit for this client including the following:

- We executed on an aggressive implementation plan that ensured minimal disruptions to the client's regular ongoing operations.
- We identified the root cause reasons for the current backlog and leveraged those as learnings for implementing best practices in the new process.
- Our team quickly cleared the backlog of collections and cash applications work that had been pending.
- We outlined a new process for them that would ensure outstanding balances are accurate and reviewed on a weekly basis to improve the client's collections efforts and results.
- We created documentation of the Standard Operating Procedures (SOPs) for the client to be able to refer to going forward.

KEY SERVICES PROVIDED BY QUATTRRO



Account Receivable



Customer Billing

BENEFITS

With the implemented solution, the client was able to realize the following benefits very quickly:

- They reported **~60% ROI** on staff augmentation costs mitigated as a result of moving the work to Quattro.
- They had a reduction of their AR write off risk by Quattro establishing ongoing reconciliations and processes.
- There was a major reduction in discrepancies in customer accounts which led to improved customer satisfaction and relationships.
- Their leaders now have an accurate view of collections outstanding and established responses for addressing aging balances on a more proactive basis.
- Quattro team members have become fully integrated into the Client's team and function as remote, but highly contributing, members of the team to support their continued company growth and success.

ABOUT US

Quattro is a tech-enabled outsourcing firm, with over 25+ years of specialized experience, that's changing the way companies think about finance, accounting, and technology services. You get world-class teams combined with highly personalized services, and a portal that lets you see and manage everything online – all of which is rooted in our **Get more to go on** strategy. It's how our clients around the world are able to see further, scale smarter, and stand stronger.

Our Service Spectrum Includes:



Finance & Accounting



Human Resource Services



Technology Services

How we can give your organization More To Go On:



Our People:

Smart Sourcing & Trusted Advisor Approach



Our Process:

A 3-fold approach we follow of Lift & Shift, Standardization & Optimization, & Transformation



Our Technology:

We are platform agnostic – We can work on your platform or bring you onto ours

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

Reach out to us: connect@quattrobs.com | Call: 866-622-7011

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