



CASE STUDY

Redefining the  
back office by  
**outsourcing healthcare  
accounting solutions**

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## BACKGROUND

The client is a large, well-known health care company that specializes in holistic well-being and non-opioid, non-surgical pain management. They work to help patients identify root causes and underlying factors that drive their health to help treat a condition at its source. Their ultimate goal is to treat to resolve, restore, and renew a patient's health without surgery or invasive procedures.

## THE CHALLENGES

The client was intent on growing their business and was doing so quite successfully to a point. Specifically, they had outlined an aggressive plan to increase the number of corporate-owned clinics while also beginning to franchise. Due to their reliance to date on manual accounting processes, they struggled with inefficiencies and a significant build-up of unstructured accounting operations. These things not only increased the risk of data loss, data inaccuracy, untimely invoicing and collections, but also resulted in delayed and inconsistent financials across their current clinics. The client knew that in order to successfully meet their aggressive growth goals they needed to find a better solution for themselves, as well as a solution that could be offered to their new franchisees to ensure back office consistency across the brand.

One of their PE investors introduced them to Quattro who outlined a systematic approach and full solution to address the underlying issues the client was facing – similar to what they do for their patients!

## OUR SOLUTION

Quattro's adaptable and proven experience in healthcare accounting solutions provided the foundation for quickly assessing the situation and laying the groundwork for implementing the right solution to the client, which began with establishing a dedicated team that could meet all custom requirements in areas including process, technology, and security.

**Quattro's problem-solving abilities were demonstrated through the following:**

- We partnered with the client and quickly on-boarded all their existing clinics to Quattro platforms.
- Our team outlined and completed a phased transition and capability building which was most comfortable for the client.
- We implemented standardized systems, tools, processes, and reports across all clinics.
- We implemented a much-needed web-based invoice approval and payables management system.
- We worked with the client to outline and carry out a customized financial reporting structure which was implemented across all locations.
- We created a dedicated team to support the onboarding of their new franchisees to their brand and provided each franchisee with a standard accounting solution to leverage.

## KEY SERVICES PROVIDED BY QUATRO



Monthly financial statements



General ledger reconciliations



Accounts payable



Accounts receivable



Management fee/  
royalty calculations  
and reconciliations



Strategic advisor

# BENEFITS

- Implementation of standardized accounting processes across different clinics all on the same accounting platform allowed the client to do better analysis, comparisons, and benchmarking.
- Streamlined accounts payable and financial reporting processes led to more timely data and reporting as well as improved vendor relations.
- Consistent financial reporting across corporate and franchisee locations every month allowed for more agile decision making and better support of franchisees.
- The client was able to reduce G&A costs by just over 50% as a result of moving the work to Quatrrro.
- Exhaustive support was provided to close 2019 financials and reconciliation of purchasing balance sheets even though 2019 financial work was not included in Quatrrro's scope of work with the client.
- Higher levels of controls and insight for the management team brought an increased transparency to their entire accounting process that was necessary as they executed their growth plans.
- The client experienced 25% growth of their corporate clinics and they also onboarded roughly 20 franchisee locations in their first year of franchising without having to add any internal staff to support.

# ABOUT US

Quatrrro 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:

We follow a 3-fold Approach of Lift & Shift, Standardization & Optimization, and 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@quatrrrobss.com](mailto:connect@quatrrrobss.com) | Call: 866-622-7011

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