

Case Study

Every Man Jack

**EVERY
MAN
JACK**

Quattro BSS Transforms Financial Operations, Reduces Invoice Processing Time by 70% for a Top Men's Grooming Products Company

OVERVIEW | SEEKING ENHANCED FINANCIAL OPERATIONS

Established in 2006, Every Man Jack specializes in men's personal care and grooming products made from naturally sourced ingredients, outdoor-inspired fragrances, and recyclable packaging. The company has registered significant growth in recent years and has annual revenue exceeding \$100 million.

The client was looking to transition to a proven and reliable business process outsourcing partner who could help streamline their Accounts Payable (AP) operations, ensure timely and accurate invoice processing, and provide reliable KPI reporting, all in support of on-time completion of their financial statements crucial for informed decision-making by corporate and sponsor leadership.

Quattro BSS addressed this need by providing a comprehensive solution to improve efficiency, accuracy, and consistency in their financial operations.

CHALLENGES | COMPLEXITIES IN ACCOUNTS PAYABLE OPERATIONS

Several challenges marred Every Man Jack's accounts payable process, including a provider who missed service level processing requirements, leading to substantial inefficiencies and limited AP KPI reporting, making it difficult to track performance. This was despite multiple attempts to achieve AP processing stability. The AP cycle (invoice receipt to posting) was too drawn-out and took anywhere from four days to 1.5 weeks, leading to inconsistent and often delayed month-end closings.

Besides that, technical limitations with their AP automation software, Mineral Tree, further compounded these issues. Error resolution between SAP B1 and the Mineral Tree mid-ware, Celigo, was inefficient, and since it was not core to their operations, Every Man Jack's leadership team wanted to outsource it for a more effective pricing structure. Finally, vendor inquiries and AP inbox management lacked formality and consistency, furthering their overall operational challenges.



SOLUTION | WELL-STRUCTURED AP PROCESS IMPROVEMENTS

The client's Private Equity sponsor connected them with Quattro BSS to address their challenges and implement the strategic initiatives recommended by our team of experts. After a thorough analysis of the client's current processes, our team designed a customized solution to address their operational and technical challenges, optimize AP processes, and improve overall efficiency and performance.

Initial Transition and Collaboration: As a first step, we transitioned the client's AP invoice processing to Quattro's offshore AP transactions team, complemented by ongoing support from the US team to ensure seamless operations.

Enhanced KPI Reporting: Our team went on to implement a robust KPI reporting process tailored to the client's requirements, providing performance-based actionable insights.

Structured Inbox Management: We established a structured AP Inbox management process clearly defining shared responsibilities between the client and Quattro for faster turnaround times and responsiveness to vendor inquiries.

Streamlined Error Resolution: Our experts outlined an error resolution process for Celigo middleware issues to be transitioned to Quattro, leveraging our expertise to enhance efficiency and effectiveness in resolving challenges between SAP B1 and Celigo.

Recommendation of New Software: We also recommended replacing Mineral Tree with a customized Xport™ solution to address the technical limitations they were experiencing and further streamline their AP automation processes.



**Full Cycle
AP Processing**



**Expense
Reimbursement**



**KPI
Reporting**



**Celigo Error
Resolution**



**Bill of Materials
Processing**

BENEFITS | STREAMLINED FINANCIAL OPERATIONS AND ENHANCED TRUST

Since collaborating with Quattro BSS, Every Man Jack has experienced significant improvements in financial operations. Quattro successfully reduced the time between invoice receipt and posting from almost 1.5 weeks to less than three days, exceeding the expected service level requirements. The client's month-end closing cycles have been streamlined with clearly defined processes, achieving a soft close on Day 5 and a hard close on Day 7, now consistently meeting their close calendar.

Our partnership has not only optimized the client's AP transactions but Quattro's team was also able to establish trust with the client in a very short amount of time due to meeting their expectations and needs. We also brought them needed process efficiency and laid the groundwork for good communication between the teams right from the start. By also helping the client address their technology integration challenges, Quattro BSS has positioned itself as a trusted advisor, demonstrating a commitment to resolving client concerns beyond basic operational needs.

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Quattro BSS has been a pivotal partner in transforming our Accounts Payable function. They quickly familiarized themselves with our processes and assumed full responsibility within an impressively short timeframe. The team at Quattro BSS is composed of dedicated professionals who took ownership of the entire process, allowing us to operate a seamless Accounts Payable function. Their commitment and expertise have been invaluable to our team and organization.

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

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