60% Cost Reduction Through Strategic Outsourcing:
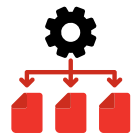## Transforming F&A and Billing Operations for Leading Medical Staffing Company

CONTINUSERVE
A subsidiary of Quatrro Business Support Services

quatrro
BUSINESS SUPPORT SERVICES
Get more to go on
www.quatrrobss.com

THE CHALLENGE

- High operational costs in back–office F&A and billing operations impacting profitability

- Complex billing lifecycle requiring management of work records, contracts, and addendums

- Time–consuming manual invoice–to–pay process for providers requiring extensive audit and validation steps

- Need to validate provider rate structures against contracts to ensure billing accuracy

- Requirement to reduce costs while maintaining service quality to vendors and customers

QUATRRO SOLUTION

Business Process Outsourcing Implementation

Deployed offshore team to manage end–to–end F&A and billing functions including month–end and year–end close procedures, account reconciliations for key balance sheet accounts, and complete invoice creation lifecycle management

Provider Pay and Contract Management

Managed full provider pay run audit and execution, validated provider rate structures against executed contracts and work records to ensure accurate billing and pay calculations

Structured Transition and Knowledge Transfer

Executed 3–month transition plan with comprehensive documentation of standard operating procedures, accounts payable inquiry protocols, credit and collections processes, and established productivity and quality metrics with daily monitoring

Intelligent Automation Deployment

Implemented Machine Learning (ML), RPA, and AI technologies to automate F&A and billing functions, further streamlining operations and reducing manual intervention

IMPACT

01
- Reduced internal F&A and billing costs by 60% through strategic outsourcing
- Maintained quality of service to vendors and customers without compromise

02
- Achieved additional 20% cost reduction through intelligent automation deployment

03
- Established robust productivity and quality metrics with daily and weekly reporting and analysis
- Streamlined billing accuracy through automated provider rate validation against contracts