

From \$15.4M Past-Due to Zero Backlog: A Cash Flow Transformation



THE CHALLENGE

- \$39M AR portfolio with \$15.4M in past-due receivables creating severe cash flow constraints
- Limited collections capacity with only 2 onshore resources, significant dispute volumes, and no standardized escalation processes
- Onshore turnover creating cash application risk and backlog, with complex payment channels slowing month-end close
- First-time outsourcing of FP&A function with heavy workload of 32+ recurring activities
- Lack of investor-grade reporting and real-time financial insights

QUATTRRO SOLUTION



AR & Collections

- Expanded team from 3 to 6 FTEs; implemented systematic workflows, escalation protocols, quarterly targets
- Weekly cross-functional huddles with Finance, CSR, Sales for stronger collaboration



Operational Excellence

- Standardized processes for consistency; sustainable model supporting growth strategy
- Enhanced controls, documentation, and audit readiness across all workstreams
- Tools leveraged: NetSuite, Power BI, Solution7



Cash Application

- Built resilient offshore capability managing all payment channels
- Implemented daily posting discipline for zero backlog, improved accuracy, faster close



FP&A Support

- Management of 32+ recurring activities including Sales, Flash, Overhead, CEO insights, IR deck, and pricing analysis

IMPACT

01

- Past-due AR reduced from \$15.4M → \$7.7M (50%+ improvement).
- Strengthened customer relationships.

02

- Zero backlog with daily posting accuracy, faster month-end close, and PE-grade reporting.
- Standardized processes and enhanced controls supporting scalability and regular audit readiness.

03

- Empowered onshore leaders to focus on strategic priorities while creating sustainable, scalable finance operations.
- Lower cost-to-serve with consistent reporting for lenders, board, and PE sponsors.