


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

QUATRO 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




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



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

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.**