

CASE STUDY

Leading Senior Living Provider Partners with QX to Transform Their F&A Operations

ABOUT THE CLIENT

The client is a prominent senior living operator, managing over 60 communities across eight states in the United States. They specialize in offering a blend of independent living, assisted living, and memory care services to cater to a diverse aging population.

60+
COMMUNITIES

4000+
RESIDENTS

BUSINESS SCENARIO

The client is growing rapidly, having recently acquired a significant stake in a major healthcare provider. To keep pace with this expansion, they are focused on strengthening their back-office team to ensure scalability & efficient operations.



Enabling Transformation



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KEY CHALLENGES

- Shortage of skilled talent for finance operations leading to challenges in cost control.
- Onshore recruitment of accountants was diverting attention from strategic initiatives.
- Building a flexible back-office team capable of scaling seamlessly with the business.
- Maintaining high levels of efficiency in routine accounting tasks.
- Overcoming attrition to ensure uninterrupted operations, especially during critical periods.

HOW QX HELPED

- Established a dedicated, scalable team of qualified accountants focused on corporate accounting needs.
- Implemented a robust transition plan to facilitate a quick and seamless shift to the offshore model.
- Set a cadence of daily, weekly, and fortnightly review calls to monitor progress, and discuss challenges and objectives.
- Ensured full coverage during peak periods and holidays to maintain continuous back-office operations.
- Proposed automation solutions to continually enhance and optimize processes.

BENEFITS DELIVERED

- ✓ **50% cost savings** on operational expenses for outsourced processes.
- ✓ **Accelerated transition in 10 days** for team setup and project go-live, instead of the standard 4-8 weeks.
- ✓ **100% data protection** by working in parallel time zones within the client's IT environment via RDP.
- ✓ **Seamless coverage for US holidays and peak periods** with a dedicated accounting team.
- ✓ **95%+ accuracy** delivered in complex back-office accounting tasks.
- ✓ **Enabled a strategic shift**, letting finance leaders focus on value-driven activities while QX handles routine accounting tasks.