

CASE STUDY:

Senior Living Leader Achieves 50% Cost Reduction Across 130+ Communities



Enabling Transformation



ABOUT THE CLIENT

The client is one of the leading senior living providers in the United States, operating 130 communities nationwide. Their diverse portfolio spans a full continuum of care, serving thousands of residents with a focus on wellness, dignity, and quality of life.

130
Communities

27
States



KEY PORTFOLIO

- › Independent Living
- › Assisted Living
- › Memory Care
- › Skilled Nursing
- › Short-term Care
- › Affordable Housing



TECK STACK

YARDI

RingCentral

Office



STREAMS IN SCOPE

- › Accounts Receivable
- › Journal Management
- › Accruals, Payroll & Deferred Revenue
- › Reconciliations (Bank & Balance Sheet)
- › Financial Reporting & Variance Analysis
- › Invoice Query & Community Support
- › Audit & Transition Support

THE CHALLENGES

The fast-growing senior living company was facing the following bottlenecks that disrupted day-to-day finance operations and impacted service quality.



Shortage of skilled property accountants with relevant experience in senior living finance operations



Increased pressure on internal teams, resulting in escalations and delayed deliverables



High attrition rates, especially during month-end and other critical periods



Lack of operational continuity, causing disruption across finance and reporting functions

WHAT CLIENT NEEDED

Skilled Property Accountants

Operational Efficiency

Cost Reduction

Audit Readiness

Skilled Property Accountants

Operational Continuity

QX SUCCESS FACTORS



QUICK TALENT DEPLOYMENT

Built and onboarded a team of 15 qualified accountants within 30 days, ensuring minimal disruption to ongoing operations.



SEAMLESS KNOWLEDGE TRANSFER

Implemented a structured transition plan with phased knowledge handover and daily review cadences to ensure clarity, control, and continuity.



PARALLEL TIME ZONE DELIVERY

Executed all processes within the client's IT environment (via RDP), ensuring 100% data security and real-time collaboration.



COVERAGE DURING CRITICAL PERIODS

Maintained uninterrupted finance operations through strategic workforce planning during holidays and peak periods.



EXPERTISE IN PROPERTY ACCOUNTING

Deployed a team with sector-specific qualifications (ACCA, CPA, CA, MBA) and prior experience in U.S. property management accounting.



STRONG CLIENT ALIGNMENT

Established weekly and fortnightly review rhythms with the client to track progress, resolve issues early, and align on evolving goals.

BENEFITS DELIVERED



50% REDUCTION IN OPERATIONAL COSTS through streamlined accounting support.



FULL TEAM RAMP-UP IN UNDER 10 DAYS, with knowledge transfer starting in Week 1.



100% DATA SECURITY ENSURED, operating within the client's IT environment.



INTERNAL TEAMS REFOCUSED ON STRATEGY, with QX managing routine tasks.

LOOKING AHEAD

With a strong foundation in place, the client is now looking to deepen the partnership with QX across three key strategic priorities:

- Expand scope to new communities as the client onboards additional properties
- QX to support ERP migration planning (from Sage to a more scalable system)
- Continue improving reporting efficiency and audit support through automation-led enhancements





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