

CASE STUDY:

SCALING F&A OPERATIONS FOR A **RAPIDLY EXPANDING** **STUDENT HOUSING** **PORTFOLIO**



Enabling Transformation



ABOUT THE CLIENT

A leading U.S.-based student housing operator managing over 82 properties and 32,000+ beds. In 2024, the client co-founded a shared services platform to centralize back-office operations across student housing and multifamily assets, with QX as the outsourcing partner.

KEY PORTFOLIO

- > Student Housing
- > Multifamily

STREAMS IN SCOPE

- > Management Accounting
- > Bank Reconciliation
- > Accounts Payable
- > HRO

TECH STACK

The Entrata logo, featuring the word "entrata" in a red, lowercase, sans-serif font.The Concur logo, featuring a blue square icon with a white "C" followed by the word "CONCUR" in a blue, uppercase, sans-serif font.The RealPage logo, featuring three orange dots followed by the word "REALPAGE" in a blue, uppercase, sans-serif font, with the word "OUTPERFORM" in a smaller, blue, uppercase, sans-serif font below it.The OpsTech logo, featuring the word "OPSTECH" in a blue, uppercase, sans-serif font, with the "O" and "P" in a larger, bold font.

BENEFITS DELIVERED



99.5% ACCURACY
in bank reconciliations



50% SAVINGS
on FinOps costs through offshoring



99%+ SLA ADHERENCE
across management accounting, AP & BR



99% REPORTING ACCURACY,
saving 4 weekly hours



46% REDUCTION
in month-end close time



100% CLIENT SATISFACTION
as last recorded CSAT cycle



99% ACCURACY
maintained in Accounts Payable



ZERO DELAYS
in month-end close cycles

BUSINESS CHALLENGES

High attrition and resource
instability in the onshore
accounting team



Limited scalability to support a
growing property portfolio



Delays in management reporting,
impacting visibility and
decision-making



QX SOLUTIONS

Dedicated offshore team of 35 experts to provide
scalable support across MA, BR, and AP

Tech-led approach to leverage existing tech
stack for improving efficiency

4-week transition framework to standardize workflows
for accuracy and timeliness

Fragmented data and lack of
centralized reporting
across properties



4-week transition framework to standardize workflows
for accuracy and timeliness

Missed deadlines and
accuracy issues in monthly
close cycles



SLA-driven workflows to meet close deadlines and
ensure exceptional accuracy

Elevated costs for routine,
high-volume F&A tasks



Power BI-enabled reporting dashboards to centralize
data and provide real-time visibility



FUTURE ROADMAP

The client is considering QX for additional finance functions, including AR, payroll, and corporate accounting, while exploring automation in reconciliations, reporting, and close tracking. Power BI enhancements will further strengthen real-time financial visibility.



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www.qxglobalgroup.com | + 1 862 946 6565