



F&A Outsourcing:
Success Stories

Success Story 1:

Streamlining Multi-Industry Accounting: A Success Story of Operational Transformation and Financial Clarity

A U.S. based company managing diverse businesses ranging from retail stores, restaurants, smoke shops, transportation, real estate and construction, etc. was growing rapidly. The company operates in multiple states and having more than 20 outlet comprising of Gasoline, stores, Car Wash, restaurants, check cash in, ATM, etc. However, as the business expanded across multiple sectors, it faced severe accounting challenges. Without centralized accounting software, each unit operated in isolation, often using manual records and spreadsheets. As a result, essential financial data was

incomplete, and critical information required for decision-making and tax compliance was missing.

Recognizing the risks associated with inconsistent financial practices, the business reached out to our accounting team in Nepal to help establish a seamless, integrated accounting system. Our mission was to consolidate their financial information, set up standardized processes, and implement real-time tracking and communication across all business units.

Progress and Achievements

1. Implementing a Centralized Accounting Software Solution

Our first priority was to implement accounting software and designing the charts of Account that could accommodate the complexity of each business unit while keeping all financial data in one accessible location. We choose a cloud-based solution capable of handling multiple industry-specific needs, from managing retail inventory and restaurant revenue to tracking construction project expenses. This system provided each business unit with unique, customized modules while ensuring all financial data fed into a central platform. As a result, management could view real-time financial updates across their diverse portfolio.

2. Completing Past Accounting Entries and Supporting CPA for Tax Compliance

With the software in place, we turned to organizing historical records. This involved gathering transaction data from each sector, from daily sales records at the retail stores to project costs in construction. We reconstructed and completed all accounting entries for past three years within very limited period, worked alongside CPA to ensure compliance and accuracy, prepared the financials as per US GAAP and completed tax filings in time thus ensuring the business to be fully compliant.

3. Establishing Real-Time Accounting and Problem Resolution

- Since last year, we have initiated real-time accounting entries through QuickBooks, creating

a daily accounting routine for each store and business unit. This ensured up-to-date records, making it easier to track income, expenses, and cash flow on a day-to-day basis. In addition, we established a process for resolving issues that arise at the store level. For example, any discrepancies, such as inventory mismatches or transaction errors, are logged and addressed immediately. Our proactive approach has enabled faster resolution of issues and minimized disruptions to operations.

- Additionally, we have begun providing MIS reports that include detailed financial statements such as the profit and loss statement, balance sheet, cash flow, trend analysis, business snapshot, ratio analysis, common size statement, fixed asset register, cash tracing statement, bank reconciliation, creditors aging analysis, and debtors aging analysis. These reports offer comprehensive insights to support informed decision-making for the future
- Involves overseeing the entire sales tax filing and payment process, including gathering the necessary data, filing and ensuring the correct amount is filed, maintaining proper records, and ensuring compliance with relevant tax laws and regulations.

4. Strengthening Communication and Management via Microsoft Solutions

To streamline internal communications and optimize collaboration between store operators and accounting

teams, we set up Microsoft software solutions, including Microsoft Teams and SharePoint. These platforms enabled seamless communication between store operators and the accounting team, allowing real-time sharing of financial documents, reporting of operational issues, and collaborative problem-solving. This digital transformation allowed management and operators to handle challenges swiftly, whether they were resolving discrepancies, clarifying financial data, or coordinating payroll and inventory matters.

5. Assisting Clients for financing loan with Bank

a. The Challenge

Our client aspired to expand their business by opening multiple stores across various locations. However, the journey to securing bank loans was fraught with challenges. The absence of proper financial records and key documentation posed a significant hurdle, leaving banks unable to assess the business's creditworthiness. Critical details required for loan approval, such as accurate financial statements, cash flow projections, and operational data, were either incomplete or entirely missing. This lack of preparedness made the already complex process of navigating multiple banks' requirements even more daunting, threatening to derail the client's ambitious growth plans.

The activities that were performed during this process are presented below:

i. Comprehensive Data Reconstruction:

- Collected and organized fragmented financial records from various sources.
- Reconstructed missing details, including revenue, expenses, and asset documentation, to present a clear financial picture to the banks.

ii. Tailored Loan Proposals:

- Analyzed the specific requirements of each bank.
- Prepared customized financial reports and loan proposals to align with the lending criteria.
- Created detailed business expansion

plans, including sales forecasts, feasibility report, market analysis, and growth projections tailored for each bank's requirements.

iii. Compliance and Documentation Preparation:

- Ensured all financial records complied with banking standards.
- Created detailed project plans, valuation, forecasts and feasibility report to demonstrate the viability of the expansion.
- Identified and documented assets available for collateral, including real estate, inventory, and equipment.
- Provided additional details required by sector-specific lenders, such as operational metrics for retail or project progress for construction.
- The previous financial records, in which we were not involved and lacked sufficient details, did not adequately demonstrate the significance for the loan. These records have now been thoroughly reviewed from our end and has provided greater clarity for the bank when assessing the past performance.

iv. Bank Coordination:

- Acted as a liaison between the client and the banks to address queries and negotiate terms.
- Facilitated timely submission of all required documents and ensured clarity in communication.
- Coordinated with their working schedule by working in the USA time zone, offering support by quickly gathering and delivering documents.

b. Progress Update: Securing Loans across Multiple Banks is in final stage.

6. Ongoing Monitoring and Support

With the accounting infrastructure now fully in place, we continued to provide regular support and monitor financial activities. Monthly reviews help identify any potential inconsistencies early, ensuring ongoing accuracy and compliance. Our support includes

addressing evolving business needs and adjusting processes as the business continues to grow. Management now has access to detailed, accurate reports, empowering them to make informed decisions for each business unit.

Results: A New Era of Financial Clarity and Operational Efficiency

Since implementing these changes, the business has experienced remarkable improvements in financial transparency, compliance, and efficiency. Highlights include.

1. **Improved Financial Clarity.** Centralized accounting software provides a complete, real-time view of each business unit's finances, enabling clear visibility into the company's overall performance.
2. **Compliance with Tax Requirements.** The business is now well-prepared for future tax seasons, reducing the risk of penalties and optimizing tax planning.
3. **Operational Efficiency.** The introduction of Microsoft software streamlined communication, creating a more collaborative environment where store operators and management work in sync to

address issues.

4. **Proactive Problem Solving.** Real-time accounting and structured communication protocols ensure that day-to-day issues are resolved promptly, reducing disruptions and creating a smoother experience for both staff and customers.
5. **Strategic Decision-Making.** Access to accurate, consolidated data allows management to make data-driven decisions for each unit, whether it's setting budgets for the construction division, forecasting demand for the retail stores, or allocating resources for the restaurant.

By establishing a robust accounting framework, implementing real-time reporting, and enhancing inter-departmental communication, this U.S.-based multi-industry business transformed its financial operations. With the support of our Nepal-based accounting team, the business now operates with clarity and confidence, setting a strong foundation for future growth and success across all sectors. So, what was once a scattered, disconnected financial structure has been replaced with an efficient, transparent, and compliant accounting system that fuels the company's mission to thrive.

Details of Services

1. Accounting and Book Keeping,

- a) Data Collection through electronic media
- b) Analysis and Segregation of Data relating to sales from multiple lines of business
- c) Calculation of Sales Tax.
- d) Reconciliation of over/short amounts of daily operations.
- e) Credit Cards and Bank Reconciliation.
- f) Addressing Discrepancies (if any).
- g) Preparation of a Daily Transaction Report
- h) Data Entry in Quick books (QB).

2. Preparation of Sales tax details for purpose of tax filing and filing it,

3. Preparation of Comprehensive monthly management report that includes followings,

- a) Balance Sheet
- b) Profit and Loss Statement
- c) Cash Flow Statement
- d) Observation Sheet (highlighting key trends, anomalies, and areas of concern offering actionable and recommendations points)
- e) Ratio Analysis and Business Snapshot

4. Prompt communication of any discrepancies for timely correction/mitigation,

5. Additional services that include followings,
 - a) Support in Annual Tax Return (ATR) filing.
 - b) Collaborate with CPAs in USA for filing Payroll Tax and other assistance.
 - c) Documentation preparation for processing of the Bank Loan.
 - d) Other Ad hoc activities at the request of the client.

Success Story 2:

Empowering Decisions: Revolutionizing Reporting and Automation in the Healthcare Alliances

We have been delivering professional services to one of the leading healthcare alliances in the USA, which boasts an annual turnover exceeding \$1.6 billion and a workforce of over 1,000 employees operating across multiple states.

With the support of the Senior Director of Divisional Finance of the Health Alliance, our Nepal-based outsourcing team has significantly contributed to the alliance's

success. While the Senior Director often had visionary ideas, the lack of an adequate support team hindered their execution. Our services bridged this gap, enabling the Alliance to implement the following value-added initiatives within just one year.

S.N.	Particulars	Value Addition
1	Revamping the Monthly Operational Report (MOR)- Clinical View (Physician income and expenses)	<ul style="list-style-type: none"> a) Redesigning the MOR including the proper data backing the insights. b) Use of more presentable reporting format by inclusion of charts and animations c) When revamping the MOR, prepared all the back supporting data by linking through Office Connect so as to provide the edge of automation. d) Started a systematic approach to forecasting coming month performance based on the mid- month actuals and historical trends.
2	Timely processing of invoices	Timely processing the invoices so that no past due invoices are seen in Coupa (invoice management software).
3	Master document maintenance	<ul style="list-style-type: none"> a) Master data about the SBU, level and provider that were once disoriented, our team has owned and maintained all the master data and successfully incorporating the respective changes. b) Mapping of the location, SBU and Region with the doctors and also cross-connected the different names/terms used for the single location. c) Maintained and Completed the NPI information of the provider.
4	Initiation of systematic Physician Reporting	<ul style="list-style-type: none"> a) Physician reports that were once reactive, is now being handled in proactive manner, which has provided the organization with benefit of covering the maximum physician analysis reporting which once was possible for very few numbers of physicians. b) Report for physician used to be provided in the raw excel form which now is systematized through power point incorporating the data visualization. Our new standard reporting pack depicts the true picture of performance of the physician and SBU. c) Previous reporting used to give basic information to the physician, which now is provided with in-depth insights by analysis of all the ledgers and transactions. d) The Physician Compensation Model prepared by third party consulting firm which was roughly mapped with GL data is now accurately mapped by the team. This successful initiation provides the process flow of the data and computation mechanism.

5	P&L Optimization and Cost saving strategies	<p>a) A Capital Project of calculation of cost structure KPI for every SBU and benchmarking the KPI has been completed by the team with cost saving strategy . We have identified the performance of each expense line SBU wise and benchmarked the optimum performance metrics and created the cost saving strategy. Along with the SBU level KPI and cost saving strategy, per physician savings also has been computed.</p> <p>b) Quantification of effect of departure and Out of Office days of the physician in the business was performed by the team providing the upper management with the data to form bottom-up strategy formation approach to minimize the loss.</p>
a	Revenue Volume Dashboard (Driver Variance Analysis of Volume, Price and Acuity)	<p>a) As a core finance function, variance analysis used to be performed monthly. However, the key drivers of variance analysis i.e. volume, price and acuity were not calculated and quantified. Our team has created the exhaustive Revenue Volume dashboard which incorporates SBU wise and provider wise performance across different Service Line. In the dashboard, all the factors impacting the performance such as Departure of the Physicians, Paid Time off of the Physician and support staff along with the cushioning of such impact has also been considered ranging from regional level to provider level.</p> <p>b) This dashboard has been fully automated which has made the process of monthly updating and analysis of the revenue and volume data easier and faster.</p>
b	Provider Performance Dashboard	<p>a) Provider Dashboard has been created which provides insight about the productivity of each provider. Here all the provider has been properly mapped with the master and connected through Office Connect which has fully automated data and is able to generate the report at the click.</p> <p>b) This productivity dashboard has enabled us to monitor the performance of each provider which in turn has helped in setting the target and performance appraisals.</p>
c	Headcount Dashboard	<p>a) A Headcount Dashboard has been created which has successfully enabled to toggle from regional level to location level with the data of different job family and sub-family across such locations.</p> <p>b) Not only does it provide the information of the actual headcount but also provides the information about budgeted headcount and analyze the variances.</p>

d	Revenue and Expense Pack for Operators	<p>a) With the need of providing the SBU wise and Service Line wise expenses, we have created the Expense Dashboard SBU wise and Service Line wise.</p> <p>b) In the given dashboard, all the data are linked through Office connect which has facilitated the automation and budget data has been included and variance analysis has also been performed.</p> <p>c) This expense review dashboard has become key communication points between the operators and finance team where reasons for variances in the expenses are seek and resolved.</p> <p>d) Per day Revenue dashboard region wise and Service Line wise has been created and with incorporation of budget data, variance analysis has also been made.</p>
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We are engaged in the following scope of work, with a primary focus on streamlining processes and enhancing the quality and efficiency of reporting. Our efforts are directed toward achieving seamless operations, reducing redundancies, and delivering insightful, actionable reports that align with the organization's strategic objectives. Though currently we are focusing on the FP&A but in the past we have also performed work for Central FinOps. The detailed work included for both are presented below.

Division	Work Group	Work
Central FinOps	Monthly Operational Report (MOR)	<p>a. Preparation of Monthly Operational Report by collecting the financial data relating to the performance of organization across different service lines, SBUs and Regions of the most recently closed period.</p> <p>b. Maintain ownership of existing financial models and develop fresh financial models on need basis to collect necessary data through Excel and Office connect.</p>
Central FinOps	Project Management Office (PMO)	Maintain record of Project Management Office (PMO) Update form in Excel. PMO forms is used to process recruitment, transfers, and termination of employees. Additionally, it is used to process establishment and closure of different locations/SBUs within the organization.
Central FinOps	Coupa Approval	Review and approve pending payment requests on the Coupa platform in accordance with established procedures and policies.
Central FinOps	Process Automation	Develop and implement automated solutions to streamline financial processes, including data collection, analysis, and reporting.
Central FinOps	Dashboards	Design, develop, and maintain interactive dashboards and reporting tools to provide real-time visibility into key financial metrics and performance indicators such as Revenue-Volume Analysis Dashboard, KPI Tracker, Weekly Flash Report etc.
Central FinOps	Cost Saving Initiatives	Analyse the different expenditure patterns and expenditure productivity ratio to find out the overage expenditure in the SBU and discuss with the Regional Operational Director to finalize the overage of expenditure.
Central FinOps	Physician Compensation Model Review	Conduct thorough reviews and analyses of Physician Compensation financial models to ensure accuracy, completeness, and also collaborate with the PhyComp. Team to validate assumptions, methodologies, and inputs used in financial models.

Central FinOps	Physician KPIs	Develop and maintain Physician dashboards, reports, and analytics to monitor key performance indicators (KPIs).
Central FinOps	Physician Performance Report	Prepare the Physician Performance Report on Quarterly basis or on request basis for each physician and SBU to support discussions on financial performance, reimbursement strategies, and operational improvements.
Central FinOps	Project Management	Provide administrative support to the Senior Financial Analyst and Director, including managing calendars, scheduling meetings, and organizing documents.
FP&A	Build Master File	<p>Build the master file to be shared to Regional Director for preparation of MOR and the set of master files for preparation of Monthly deck to the Investor. Master file by report type:</p> <ol style="list-style-type: none"> 1. Divisional P&L (broken down to Region and SBU level) which is a 1st point of data for Finance Director - Division. 2. Different View and perspective of Normalized Operating Income (NOI) - Service Line wise, Same Store and Acquisition wise. 3. Service Line Wise P&L further breaking down to the SBU level. 4. P&L Summary for the multiple regions 5. KPI Metrics for different divisions and Consolidated. 6. P&L Summary file which includes Consolidated, Division on the basis of Same Store and Acquisition.
FP&A	Maintenance of Master File	<ol style="list-style-type: none"> 1. Modification in master file if there is change in any presentation format or the attributes in Office Connect. 2. Rolling down all the files to next month and refreshing the files making it ready to be shared to Finance Director (deadline of which is usually late 2nd week or early 3rd week) and use for other finance teams.
FP&A	Preparation of Investor MOR	Preparation of MOR for Investor by using the previous master files. (deadline of which is usually month end)

Success Story 3:

Streamlining Success: Transformation of the MOR, Dashboards, and Systems of Heating, Ventilation and Air-conditioning (HVAC)

We have been delivering professional services to one of the leading Heating, Ventilation and Air-conditioning (HVAC) in the USA, which boasts an annual turnover exceeding \$ 600 Million and a workforce of over 200+ employees operating across multiple states.

With the support of the Senior Vice President FP&A, our Nepal-based outsourcing team has significantly contributed to the client success. We have ensured optimal process and system, automation of various processes, designing the dashboard to provide a quick glance and cost optimization.

S.N.	What we Achieved	How we Acheived
1	Revamping the Monthly Business Report (MBR)	A detailed performance analysis and overview of three "Regions" and fourteen "Divisions" at both the Corporate and Location levels.
2	Change in the Business Strategy	The company primarily focused on four business segments. Additionally, we identified a new opportunity which the Board has reviewed and approved leading to the introduction of a new service line for the Company.
3	Budgeting of Regional to Divisional unit	We have been actively managing the budgeting process for the client's Regional and Divisional Units, ensuring alignment with their overarching mission and vision. This involves a thorough understanding of the client's strategic objectives, financial goals, and operational priorities. By integrating these elements into the budgeting framework, we aim to allocate resources effectively, support sustainable growth, and drive value across all levels of the organization. Our approach ensures that the financial plans not only meet immediate operational needs but also contribute to the long-term fulfillment of the client's core purpose and strategic aspirations.
4	Data Analysis	<p>We have been conducting a comprehensive and detailed analysis of the following areas.</p> <ul style="list-style-type: none"> a) Marketing Lead Performance b) Lead Conversion Rates c) Consumer Churn Rates d) Bill-to-Date Aging Trends

5	P&L Optimization and Cost saving strategies	<p>We have been providing the below services.</p> <p>a) Detailed P&L Analysis</p> <ul style="list-style-type: none"> Review and analyze the client's P&L statements to identify revenue trends, cost drivers, and profit margins. Perform variance analysis (actual vs. budgeted) to pinpoint areas of overspending or underperformance. Identify unprofitable business units, products, or services. <p>b) Cost Structure Assessment</p> <ul style="list-style-type: none"> Analyze the cost structure to differentiate between fixed and variable costs. Identify opportunities for reducing discretionary spending, streamlining operations, and renegotiating contracts with vendors and suppliers. Highlight areas of cost inefficiency, such as redundant processes, underutilized resources, or excessive overheads. <p>c) Revenue and Margin Optimization</p> <ul style="list-style-type: none"> Assess pricing strategies to identify opportunities for improved profitability. Provide insights on revenue diversification, cross-selling, or upselling opportunities. Identify high-margin products or services and recommend a focus on these areas. <p>d) Expense Control Measures</p> <ul style="list-style-type: none"> Develop and monitor cost-cutting initiatives without compromising business operations. Have proposed various strategies for better procurement, outsourcing non-core activities, or automating manual processes to reduce labor costs. <p>e) Operational Efficiency</p> <ul style="list-style-type: none"> Have used the benchmarking and industry best practices to improve operational efficiency. Analyzed workflows, supply chain processes, and resource utilization to minimize waste and optimize productivity. Introduced KPIs (Key Performance Indicators) to monitor performance and cost efficiency.
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		<p>f) Cash Flow and Working Capital Management</p> <ul style="list-style-type: none"> Have identified areas to improve cash flow, such as optimizing inventory management, reducing receivable days, or negotiating favorable payment terms with suppliers. Help maintain optimal working capital levels to free up resources for cost savings or revenue-generating initiatives. <p>g) Scenario Planning and Forecasting</p> <ul style="list-style-type: none"> Developed "what-if" scenarios to model the financial impact of cost-cutting initiatives. Performed sensitivity analysis to evaluate risks and opportunities under different market conditions. Continuously monitored and refine cost optimization strategies based on dynamic business needs.
6	Dash boarding and Automation	
a	Revenue Volume Dashboard (Driver Variance Analysis of Volume, Price and Acuity)	This dashboard has been fully automated which has made the process of monthly updating and analysis of the revenue and volume data easier and faster.
b	Actual Vs Budget Vs Forecast and Rolling Budget model	<p>We have been providing the below services on this regard.</p> <ol style="list-style-type: none"> Variance Analysis: Comparing actual financial performance with budgeted and forecasted figures to identify deviations and their root causes. Rolling Forecast Updates: Continuously updating forecasts based on actual performance and market trends to provide an accurate, forward-looking financial outlook. Budget Monitoring and Adjustments: Tracking adherence to the budget, highlighting areas requiring revisions, and ensuring alignment with strategic goals. Scenario Planning: Developing multiple scenarios to assess potential financial outcomes and support data-driven decision-making. Cash Flow and Expense Management: Monitoring cash inflows/outflows and optimizing spending to maintain financial stability. KPI Tracking and Reporting: Measuring key performance indicators to evaluate the effectiveness of budget utilization and forecasting accuracy. Consolidated Reporting: Providing detailed reports at various levels (corporate, regional, and divisional) for streamlined decision-making. Automation and Process Optimization: Leveraging financial tools and technology to create efficient, dynamic models for real-time updates and insights. Strategic Insights and Recommendations: Offering actionable insights to improve financial performance and refine planning processes. Stakeholder Communication: Presenting clear and concise reports to stakeholders to enhance understanding and facilitate informed decision-making.

We leverage systems like Visiquette, Coupa, Sage, and Workday Adaptive Planning to streamline processes, enhance reporting quality, and improve efficiency. Our work focuses on seamless operations, reducing redundancies, and delivering actionable insights aligned with organizational goals. The detailed work included for both are presented below.

Division	Work Group	Work
Central FinOps	Monthly Operational Report (MOR)	<ol style="list-style-type: none"> Preparation of Monthly Operational Report by collecting the financial data relating to the performance of organization across different service lines, Divisions and Regions. Maintain ownership of existing financial models and develop fresh financial models on need basis to collect necessary data through Excel and Officeconnect.
Central FinOps	Process Automation	Develop and implement automated solutions to streamline financial processes, including data collection, analysis, and reporting.
Central FinOps	Dashboards	Design, develop, and maintain interactive dashboards and reporting tools to provide real-time visibility into key financial metrics and performance indicators such as Revenue-Volume Analysis Dashboard, KPI Tracker etc.
Central FinOps	Cost Saving Initiatives	Analyse the different expenditure patterns and expenditure productivity ratio to find out the overage expenditure in the SBU and discuss with the Regional Operational Director to finalize the overage of expenditure.
FP&A	Build Master File	<p>Build the master file to be shared to Regional Director for preparation of MOR and the set of master files for preparation of Monthly deck to the Investor. Master file by report type:</p> <ol style="list-style-type: none"> Regional P&L (broken down to Division level) Different View and perspective of Normalized EBITDA, Service Line wise, P&L Summary for the multiple regions and divisions KPI Metrics for different divisions and Consolidated.
FP&A	Maintenance of Master File	<ol style="list-style-type: none"> Modification in master file if there is change in any presentation format or the attributes in Office Connect. Rolling down all the files to next month and refreshing the files making it ready to be shared to Finance Director and use for other finance teams.
FP&A	Preparation of Investor MOR	Preparation of MOR for Investor by using the previous master files.



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