



CASE STUDY

Daniel E. Greene, CPA Achieves **\$99,000** in Cost Savings with QXAS Outsourcing





CLIENT OVERVIEW

Daniel E. Greene, CPA, CTC, is a Los Angeles California-based CPA firm, working with QX Accounting Services since 2018. They offer a wide range of services to clients, including tax management, accounting, bookkeeping, cash flow, budget analysis, and also provide QuickBooks accounting help and assistance. They are also experts in offering ROI-centric tax advisory and the owner is also certified tax coach. All their services are driven by a need to help clients save money through bespoke and compliant tax strategies.

The client and QX met at a San Diego event where we impressed upon them the need to leverage outsourcing and manage their workloads both optimally and profitably, especially in the busy tax season.



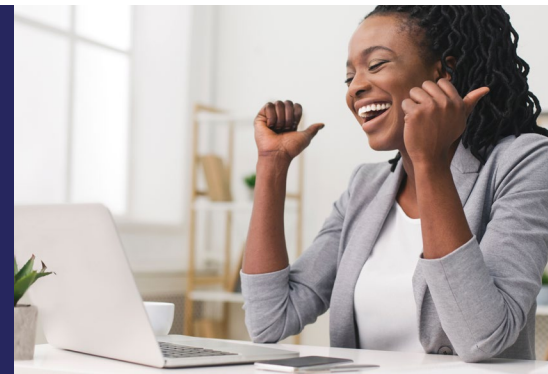
Having never outsourced any part of our services portfolio, we were cautious about getting work done from a third party. But, the sheer wealth of US tax and accounting expertise brought to the table by QX Accounting Services made a persuasive argument. Coupled with a data security focus, state-of-the-art IT infrastructure, and a promise of pre-determined turnaround time, it left no doubt in our minds that they were an ideal outsourcing partner that could meet our expectations perfectly.

Daniel Greene, Owner and Certified Tax Coach

AT A GLANCE

\$99,000 IN FINANCIAL SAVINGS PER YEAR!

With QXAS' outsourcing services, Daniel Greene saved on infrastructure and resource costs that have resulted in substantial cost savings.



The Challenge

When our representatives discussed the outsourcing model with Daniel Greene, we started off by assessing the client's challenges. Right off the blocks, we identified that the client faced a problem of workload, especially in the busy tax season. Also, the time taken in tax preparation was cannibalizing the time set aside for tax planning work. The firm wanted a flexible solution to handle the volume of tax returns as and when required. Lastly, they were looking for ways to scale their team without adding substantially to their overheads.

"We were looking for a solution that not only helped us seamlessly scale our teams but also met demanding standards of quality and accuracy," explains Daniel. "Our discussions with QXAS made us realize that the flexibility, scalability, and tax season support we were after can only be delivered by a provider that was extremely serious about quality. The fact that QXAS was compliant with ISO 27001 for security and ISO 9001 for quality management standards were just two of the many qualities that decided for us."

The Solution

Daniel Greene began with the ad-hoc model to test waters and were so satisfied with QXAS' outsourcing services that they moved to a dedicated model with a 12-month commitment within a few months.

They outsourced bookkeeping, accounting and review jobs, tax preparation, and tax review.

QXAS thoroughly understood their needs and requirements and deputed the right accounting experts depending on project complexity. The client had a demanding TAT requirement, and the QXAS' solution was to charge a slightly higher price commensurate with this demand. This ensured that work was delivered quickly, meeting the highest standards of quality.

Both QXAS and Daniel Greene had worked out the acceptable margin of errors well before the work started so that both were on the same page. This ensured frictionless delivery and complete expectation management.

THE ON-BOARDING PROCESS

QX was given restricted rights to the client system and were assigned a couple of users for the Tax & Accounting software for faster TAT. The users were schooled in various client process aspects such as document storage, work paper preparation, project status updates, and more. This allowed QX to seamlessly integrate with the client's in-house team and process, wherein we did not act as an outsourcing provider but an extension of the in-house team.

EFFICIENCIES ACHIEVED

- ✓ Got rid of statutory payroll liabilities
- ✓ Upscaling the team did not mean office space extension
- ✓ Smooth scalability – The client started with 1 FTE (Full- Time Equivalent) and is currently working with 4 FTEs
- ✓ Exceptional flexibility: The client utilizes 4 FTEs in the tax season and 2 in the lean season
- ✓ The client can now focus on growing their business, knowing operations are in able hands

THE BENEFITS

The client achieved affordable scalability that enables them to handle huge volumes of work coming their way in the busy tax season. The client can also de-scale in the not-so-busy season so that the overall operational costs reduce. With QXAS, the client saved on the training costs associated with a new employee and the recruitment costs of hiring an accounting and tax expert. In addition, a QXAS employee must be trained only once as our thorough documentation process ensures the employee needn't be imparted training from the client-side again. Also, employee retention or hiring is not the client's headache anymore, and they are assured of work continuity and zero disruption in their processes.

QXAS Goes the Extra Mile

The pandemic meant that everyone was working from home (WFH), however considering the safety and data security aspect associated with WFH, the client was not comfortable allowing QXAS to access their system from home. We understood the client's reservations and ensured that 6 QX employees assigned to the client resumed work from office in July'20 when the government relaxed the lockdown rules in India.

This ensured that the client's work did not suffer even when they were not in a position to re-start their California office.

As can be imagined the COVID situation is in a constant state of flux and considering the state of COVID in India, the client has now agreed to WFH, till the situation improves.

Outsourcing Results

Outsourcing has helped Daniel Greene achieve multiple cost efficiencies resulting in annual financial savings of \$99,000.

Another meaningful result is the rise in productivity for the client, especially in cases where there is an urgent task that the client cannot finish internally. The job passes to us at day's end, and we have it ready when they are in the office in the morning.



RECOMMENDATION

"We are saving \$99,000 per year purely because of QXAS' accounting outsourcing services. They are an outsourcing provider that puts data security, technology, and focused expertise at the forefront of their outsourcing services. To say that we are happy with their services is an understatement, and we will continue using their outsourcing services to build a more resilient and profitable firm."