

Wine Industry CPA Firm Leverages QXAS' Hybrid Outsourcing to Boost Capacity and Drive Growth

CLIENT OVERVIEW

Allen Wine Group is a dynamic CPA firm that serves the wine industry with a full spectrum of tailored services, including advisory, accounting, tax, compliance, and assurance. With decades of direct industry experience, their team of financial advisors crafts innovative, customized solutions that align closely with the strategic and financial objectives of their clients.



THE CHALLENGE

Amidst rapid growth, Allen Wine Group faced a significant staffing shortage, which directly impacted their operational efficiency and ability to acquire new clients, stalling their expansion and affecting service delivery. To address these challenges, they turned to QXAS with clear goals: streamline operations, boost capacity, and strengthen client relationships.



SOLUTION

QXAS took a consultative approach to thoroughly understand Allen Wine Group's short- and long-term needs and goals. Recognizing the firm's growth ambitions, QXAS assembled a team of consulting and operations experts. Collaborating closely with the firm's leadership, we tailored a hybrid team with resources from India and Mexico. This strategy provided flexibility and scalability, tackling immediate staffing issues and setting a strong foundation for sustained efficiency and client service excellence.

RESULTS



Seamless Integration

QXAS successfully integrated teams from India and Mexico into a cohesive unit encompassing internal operations, IT, security, and quality management, all under the guidance of senior leadership ensuring smooth operations and consistent service delivery.



Niche Industry Expertise

Understanding the specific needs of the wine industry, QXAS offered tailored solutions aligned with industry standards.



Rapid Scalability

Allen Wine Group quickly expanded from two to five outsourced resources within three months driven by high satisfaction and exceptional quality review processes.



Enhanced Client Confidence

Strong communication and quality reviews by QXAS boosted client confidence and operational capacity.



Growth Amplified

With QXAS' hybrid engagement model, Allen Wine Group acquired three new large clients, improving operational efficiency and increased capacity enabled them to seize significant new business opportunities previously out of reach due to capacity constraints.



QXAS' HYBRID OUTSOURCING MODEL: WHAT DIFFERENTIATES US?



Round-the-Clock Work Coverage

Leveraging resources from India and Mexico enabled close to 24-hour work coverage, addressing time zone differences and ensuring uninterrupted client support.



Access to Specialized Talent

QXAS provided highly qualified accountants with specific expertise tailored to the firm's requirements, enhancing operational efficiency & service delivery.



Accelerated Scalability

The client achieved rapid scalability surpassing initial projections by integrating QXAS into their strategic planning process, facilitated by dedicated customer success teams.



Expansion Opportunities

Resolving staffing challenges enabled the client to seize new opportunities, attend trade shows & pursue new business ventures, previously limited by capacity constraints.

THE QXAS DIFFERENCE: ELEVATING EXCELLENCE

To bolster our commitment to delivering unparalleled results, we've instituted a comprehensive suite of practices that set us apart:

- ✓ **Error Log Files:** We maintain error log files that help track and rectify issues promptly, ensuring continuous refinement.
- ✓ **Quality Check Experts:** Through our managed FTE solution, we have dedicated QC experts in every team. This approach guarantees consistent quality across all deliverables.
- ✓ **Thorough Review Process:** We conduct regular weekly, biweekly, and monthly reviews, fortifying the accuracy and efficacy of our outputs.
- ✓ **Seamless Continuity:** In the face of staff leaves and medical emergencies, we ensure tasks are seamlessly reassigned to prevent missed deadlines. Our robust backup staff and weekend working model ensure uninterrupted service.