

CASE STUDY

Transforming Accounts Payable Through a Managed Nearshore Service Model

EXECUTIVE SUMMARY

Finance teams are under constant pressure to reduce operating costs while improving accuracy, responsiveness, and financial controls.

While many organizations attempt to address these challenges by expanding internal teams or outsourcing individual tasks, sustainable improvement requires a disciplined operating model supported by accountability, governance, and continuous optimization.

*This case study highlights how one **InvestMatch Accelerator Partner** helped a **California-based private equity-backed e-commerce company** redesign its accounts payable operation through a fully managed nearshore service model.*

CLIENT PROFILE

Industry

E-Commerce Subscription Services

Client

California-based \$350 million private equity-backed subscription business

Business Objective

Reduce accounts payable operating costs while improving processing speed, invoice quality, responsiveness, and operational consistency



“ The engagement reduced accounts payable operating costs by **more than 50%**, established measurable service level agreements across the entire AP function, improved processing efficiency, and created a scalable operating framework capable of supporting continued business growth.



BUSINESS CHALLENGE

The client's accounts payable operation had become increasingly difficult to scale while maintaining consistent service quality. Rising labour costs, high employee turnover, inconsistent work quality, and limited operational accountability created growing pressure on the finance function.

Leadership recognized that replacing staff alone would not solve these structural challenges. A more disciplined operating model was required - one capable of improving performance while reducing operating costs and establishing greater operational accountability.

THE SOLUTION

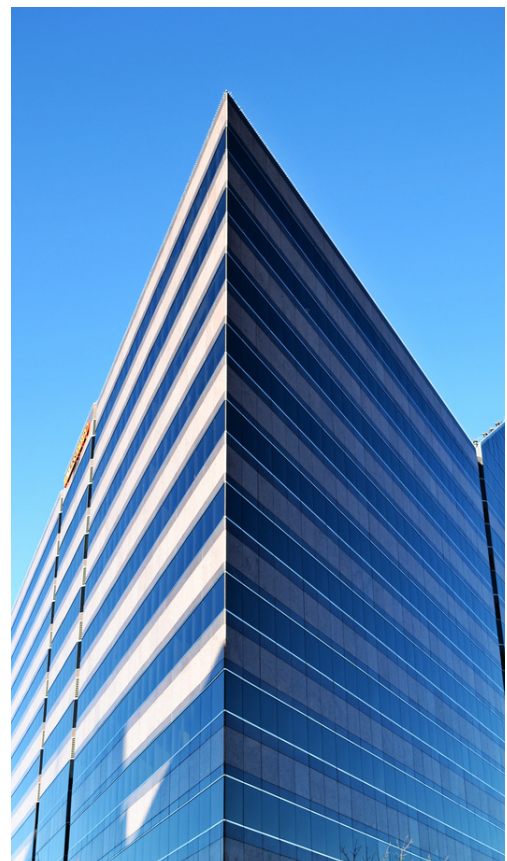
Our **Accelerator Partner** implemented a fully managed nearshore accounts payable service designed to improve operational performance while reducing cost.

Rather than augmenting existing resources, the partner assumed responsibility for core accounts payable operations, standardized business processes, introduced measurable service level agreements, and established ongoing operational governance supported by continuous performance management.

SOLUTION HIGHLIGHTS

- **Accounts Payable Transaction Processing**
- **Invoice Creation & Approval in NetSuite**
- **Payment Processing**
- **Vendor Query Management**
- **Account Reconciliations**
- **Financial Reporting & Operational Analytics**
- **Stakeholder Communications**
- **Continuous Process Improvement**

Clear performance expectations, service level agreements, and ongoing reporting created a more disciplined operating model while improving visibility across the finance function.



BUSINESS OUTCOMES

FINANCIAL IMPACT

50%+

Reduction in
Accounts Payable
Operating Costs

LOWER

Recruitment &
Employee Turnover
Costs

GREATER

Scalability Without
Increasing Headcount

SERVICE PERFORMANCE

<48 HOURS

Invoice Clearance from
AP Inbox

<72 HOURS

Invoice Creation in NetSuite

<120 HOURS

Invoice Approval &
Payment Resolution

<72 HOURS

Initial Vendor Response Time

OPERATIONAL EXCELLENCE

20

Invoices Processed Per
Employee Per Day

<15%

Invoice Error Rate Maintained

STANDARDIZED

Operating Procedures
Across the AP Function

CONTINUOUS

Performance Reporting &
Operational Visibility

WHY THE ENGAGEMENT SUCCEEDED

Rather than relying on additional staffing to solve operational challenges, the organization adopted a managed service model built around operational ownership, standardized processes, measurable service levels, and continuous performance management.

The engagement delivered far more than cost savings. It improved processing speed, strengthened financial controls, enhanced vendor responsiveness, increased operational consistency, and provided leadership with greater visibility into performance across the accounts payable function.

The success of the engagement also established a scalable operating model capable of supporting future finance transformation initiatives and continued organizational growth.



ABOUT THE INVESTMATCH ACCELERATOR COMMUNITY

This case study highlights the capabilities of one of the trusted organizations within the **InvestMatch Accelerator Community**.

Our Accelerator Community brings together carefully selected firms with proven expertise across managed services, nearshoring, AI, business operations, digital transformation, technology implementation, and strategic consulting.

Each Accelerator Partner is evaluated not only for technical expertise, but also for delivery capability, operational maturity, and a commitment to measurable client outcomes.

While every client engagement is unique, this case study illustrates the calibre of operational excellence organizations can access through the InvestMatch Accelerator Community.



goinvestmatch.com



info@goinvestmatch.com

