

Streamlining Reconciliations to Accelerate cash Flow for a Food Delivery Leader



The Customer

A leader in the on-demand food delivery market, this company sets the standard in the gig economy and food delivery systems, connecting restaurants and diners swiftly and effectively.

The Challenge

After transitioning their accounting operations to a new Business Process Outsourcing (BPO) provider, the company faced significant inefficiencies that led to rising operational costs and notable cash flow difficulties.

The Solution

CriticalRiver addressed these challenges through a comprehensive strategy, focusing on seamless integration and continuous improvement:

- **Seamless Integration:** Incorporated Accounting BPO resources into the existing infrastructure without disrupting ongoing operations.
- **Efficient Data Migration:** Moved relevant data and processes to the new system, optimizing the entire accounting workflow.
- **Customized Functionalities:** Tailored accounting and reconciliation workflows to meet specific operational needs.
- **Scalable Resources Deployed:** Scalable global resources adept at handling increasing demands and complex tasks.
- **Continuous Optimization:** Engaged in ongoing maintenance and upgrades to enhance efficiency and effectiveness of the accounting processes.

The Results

The strategic overhaul of the accounting processes led to remarkable improvements:

- **Enhanced Speed:** The speed of accounting processes was significantly optimized.
- **Improved Efficiency:** Process efficiency was boosted through detailed reviews, documentation, and revisions of current procedures.
- **Reduced Reconciliation Times:** The transition to a global resource team dramatically decreased the time required for reconciliations.

Impact Delivered

- 60% increased accounting speed
- Process documentation and standardization across teams
- 40% reduced man-hours for routine processes with automation

Solution Components

Business Process Outsourcing