

# Client Success Stories



# Table of Contents

01 UHY

02 MCG

03 Jaguar

04 Hatch

05 Playworks

06 Sightline

07 NextDayBetter

08 Adapture

# Expanding Capacity and Strengthening Audit Quality: UHY's Partnership with Scrubbed

UHY is a leading CPA firm with over 40 offices in the U.S. and a presence in more than 100 countries through their global network of firms, UHY International. As the firm set its sights on growing the audit practice, they recognized the need for an alternative solution that would allow them to pursue their growth initiatives, continue delivering exceptional client service, and uphold their 'People First' philosophy to retain their outstanding staff.

UHY turned to Scrubbed for a reliable outsourcing solution. For almost three years, Scrubbed has helped UHY build capacity without compromising service quality and delivery.



## Staffing Constraints Create Barriers to Scaling Audit Services

According to Stacey Massa, Midwest Attest Leader and Partner at UHY's St. Louis, Missouri office, *"Similar to others in our industry, the firm experienced challenges in expanding resources necessary to support our growth initiative,"* she says. *"We had to look for other resources that would allow us to expand our services, meet tight deadlines, and focus on the retention and well-being of our staff."* At that point, UHY started to look into outsourcing as a potential solution.



# Leveraging Scrubbed's Audit Expertise

UHY partnered with Scrubbed's audit team after exploring various options. The impact was immediate. *"Partnering with experienced professionals at Scrubbed has allowed us to expend our capacity to issue audited financial statements within tight deadlines,"* says Stacey.

*"Having additional resources has allowed us to meet client deadlines without compromising the quality of our work. Having the right support in place has helped reduce burnout and improve staff retention, giving our people the breathing room they need to do their best work".*

## Key Benefits of the Partnership

Stacey highlighted the different ways that working with Scrubbed has helped UHY:

- Increased Efficiency and Scalability:** Integrating Scrubbed's team offers flexibility to scale resources based on demand. *"We can scale our workforce up or down depending on the demands of our workload,"* Stacey says. "And, because we operate in different time zones, we can continue working around the clock. Clients can upload information in the afternoon, and our Scrubbed team members can access it when they start their day—so by the time our clients start their morning, we already have questions ready. We've been able to provide a significant increase in value to our clients through timely communication."
- Strengthened Audit Quality:** Scrubbed's team have experience with U.S. and international accounting standards which they put to use in every client engagement. *"The professionals we work with are highly qualified and experienced,"* Stacey says. *"They bring a wealth of expertise to our team and strengthens the quality of our audits."*
- Improved Staff Retention and Work-Life Balance:** One of the most significant impacts has been on UHY's internal audit team. *"With the help of our Scrubbed partnership, we have improved the retention of our audit staff,"* Stacey says. *"Making sure that we are allocating resources strategically to maintain workload balance throughout the year has helped retain our staff and provide them with a great work-life balance."*
- Cost-Effective Audit Solutions:** The partnership has allowed UHY to manage operational costs more efficiently. *"Each year, we're required to implement new accounting and auditing standards, which naturally adds complexity and time to our processes,"* Stacey explains. *"As a result, we're constantly seeking ways to improve efficiency and streamline our audit approach to help offset potential fee increases for our clients. Leveraging outsourced contractors has been an effective way to maintain competitive pricing while still delivering high-quality service—and that's been a significant advantage for us."*
- Sustainable Business Growth:** With support from Scrubbed, UHY has achieved consistent annual growth of 10% in its audit practice. *"We've always had ambitious growth strategies, so having the resources in place to both serve our existing clients and onboard new ones has been a tremendous advantage of our partnership with Scrubbed,"* says Stacey. *"Knowing we have that dependable support has given us the confidence to take on new opportunities and continue expanding the firm."*

## The Future of the Partnership

Building on the success of the audit collaboration—the firm is now exploring opportunities to integrate Scrubbed’s services across additional departments. *“Based on my positive experience on the audit side, I have introduced Scrubbed to our tax and advisory services teams,”* Stacey says. *“Our goal is to expand their involvement across the firm.”*



## Advice for Other CPA Firms Considering Outsourcing

Stacey has some practical advice for CPA firms considering outsourcing as a strategic solution to the staffing challenge as firms expand:



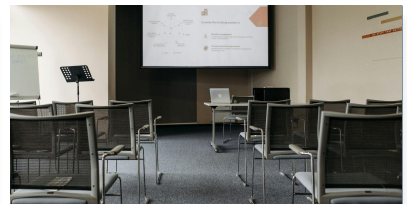
### Find a Partner That Aligns with Your Values:

*“Choose a partner like Scrubbed that aligns with your firm values and has a proven track record.”*



### Start with a Pilot Program:

*“Start with a pilot program or project and take that opportunity to refine your communication and workflow. Make sure that you are using reliable project management and communication tools.”*

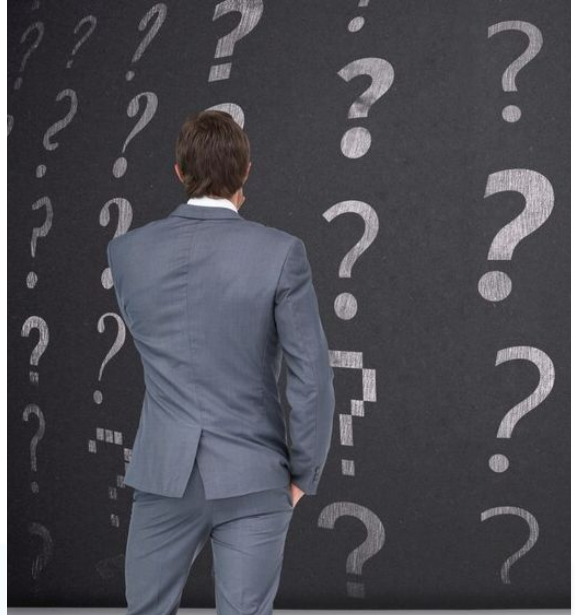


### Treat Contractors Like Your Own Professionals:

*“Focus on training and like you would any other employee that you were onboarding.”*

# Overcoming Outsourcing Misconceptions

Stacey admits she initially had reservations about whether outsourced contractors would be as engaged as full-time employees. *“I wondered, ‘Will they be dedicated solely to UHY?’”* she recalls. *“But from day one, we’ve treated them as an extension of our team.”* To ensure they feel included and informed, Stacey makes a point of recording internal departmental meetings so the outsourced team can stay aligned and engaged. *“They also participate in some of our meetings and have face-to-face interactions with our staff. They genuinely feel like part of the team—and that’s exactly how we treat them.”*



## A Trusted Partnership for the Future

Partnering with Scrubbed and leveraging our expertise has helped UHY to strengthen its audit practice, create better work-life balance and retention for employees and positioned the firm for sustainable growth.

At Scrubbed, we’re delighted to be part of UHY’s success and are looking forward to expanding our support for the in-house team and a growing client roster.

Reflecting on the partnership, Stacey summed it up simply:



Scrubbed is a trusted partner that delivers excellence, scalability, and peace of mind in our audit outsourcing.



**Stacey Massa**

Partner, UHY LLP

Managing Director, UHY Advisors

Scaling Success:

# How **Scrubbed** Transformed MCG Capital Advisory's Operations and Growth



## The **Problem**

MCG Capital Advisory is a financial due diligence firm focused on buy-side and sell-side transaction advisory for clients. The firm has been in business for about eight years and needed to increase capacity and bandwidth as its client work expanded. "We were using a firm based out of India, and we just weren't satisfied with the work product and output we were getting," says Matt Johnson, Managing Director. "One of our challenges is finding really good people to hire who are going to consistently perform excellent work."

## The **Solution**

A client firm recommended Scrubbed to MCG Capital Advisory. "We got in touch and hit the ground running," says Johnson. "It's really nice that a lot of Scrubbed's people are ex-PWC, ex-Big Four, whether it's audit or consulting on transactions. It gives them the ability to fully understand what we're trying to do and increases the quality of the output."



One of the critical tasks that Scrubbed provides for MCG Capital Advisory is databook preparation. "We'll get raw source data for a particular deal, and the Scrubbed team knows the format we like so that we can analyze things the way we want to," says Johnson.

**"They help us think through different things along the way, certain analyses that might make sense for a particular deal."**

Scrubbed's expertise means that they can add value during the process. Vincent Unklesbay, Director, says, "The tasks that the Scrubbed team helps us with are the same things we do on a daily basis. They take all the data, put it into our databooks, analyze it, and provide us opinions we can feed our clients."

The MCG Capital Advisory team appreciates the extra capacity that working with Scrubbed provides, as well as their help with high-quality client deliverables and reports. "By having Scrubbed create those initial databooks and putting analyses together, we can look at it with fresh eyes and think about the big picture," says Johnson. "If you're deep in the data, putting it together, sometimes you miss that."

MCG Capital Advisory has also used other Scrubbed services and teams beyond their regular day-to-day needs. When they found themselves working on a transaction with significant data that was challenging to analyze with their in-house resources, they called on Scrubbed. "We reached out to Scrubbed, and they have a team in house that works with big data," says Tom Ferry, Senior Director. "They were able to quickly digest this data and produce really valuable output for us. It helped us get information to our client that we probably would have struggled to do."



MCG Capital Advisory also finds the time zone works in their favor. "We finish our workday, they pick up where we left off, and they work through the night. So it's really seamless from that perspective," says Ferry.

**"It's like Christmas; you just come in, and your inbox has some gifts in it readymade!"**

# The Results

Working with Scrubbed has not only extended the in-house team's capabilities but has also eliminated the challenge of needing to hire quality talent in the U.S.

"Scrubbed has been paramount to our success over the last five years and our ability to grow our book of business," says Johnson. "It's nice to have that greater bench of resources. It gives us the ability to take on significantly more projects than we would without them."

As for advice to other firms, Ferry says, "Some businesses may hesitate to use an outsourced team because they think there's a ramp-up stage or initial investment. But, from my experience, the ramp-up phase was much easier than I anticipated. Within a couple of weeks, the team was already producing very refined output consistent with what we were doing ourselves."

Johnson agrees. "I know it can feel uncomfortable if you're used to sitting down next to somebody, but to us, it's just a no-brainer for the quality and the exceptional people," he says. "Our business was slowly growing, growing. And then when we got Scrubbed, it was like adding fuel to the fire."



**"Scrubbed has been paramount to our success over the last five years and our ability to grow our book of business,"**

**"Our business was slowly growing, growing. And then when we got Scrubbed, it was like adding fuel to the fire."**

# How **Scrubbed** Helps Jaguar Health Navigate Accounting Complexities in Life Sciences



## **About** the Company

Jaguar Health Inc. is a commercial-stage, publicly traded pharmaceutical company that develops novel plant-based, sustainably derived prescription medicines for people and animals with gastrointestinal distress. Jaguar has a wholly owned subsidiary called Napo Pharmaceuticals, which commercializes proprietary human prescription drugs from plants harvested from the rainforest, specifically in Peru. Jaguar is also the majority shareholder of Napo Therapeutics S.p.A., an Italian corporation established by Jaguar in Milan, Italy in 2021 that focuses on expanding access in Europe to its first-in-class oral botanical drug product, Crofelemer. Under the trade name Jaguar Animal Health, the company develops and commercializes animal products, including Canalevia-CA1, the first oral plant-based prescription product that is FDA conditionally approved in the US to treat chemotherapy-induced diarrhea for dogs.

# Fast-moving, technical accounting poses a challenge

Due to its unique corporate structure and the demands of the life sciences industry, the accounting work required by Jaguar is extremely technical, nuanced, and fast-moving. "Before the Scrubbed team came in, we only had one technical accountant," says Carol Lizak, Jaguar's CFO. "He was a consultant, and he almost gave up because of the sheer volume of our transactions!"

So, the Jaguar team was looking for support from a technical accounting team with the patience and right frame of mind to handle the nuances and the fast pace of the business. On top of that, they required a technical accounting team with expertise in the life-sciences field.

"To be of value to any client, you have to understand the history. So the familiarity of Scrubbed's Technical Accounting team with the life science industry is what enables them to identify key accounting topics, key new pronouncements that come out related to specific guidance that must be applied and adapted," says Ismaila "Ish" Sougoufara, VP Finance and Accounting. Because Scrubbed has in-depth knowledge of the life sciences industry, it can provide guidance and advice on how to structure certain financing arrangements specific to the industry. For Ish, that sets Scrubbed apart. "They are very industry-focused, knowledgeable, and stay current, which is key."

***"They are very industry-focused, knowledgeable,  
and stay current, which is key."***



**Carol Lizak**  
Chief Finance Officer

# Industry expertise and long-term thinking overcome obstacles

During the past two years, Scrubbed and Jaguar have developed their partnership and expanded its scope. "At first, it was just about the SEC filing and technical memos," says Ish. "Then it switched to internal controls and more."

Today, Scrubbed helps Jaguar with audits, accounting for AP, inventory, and supply chain management. "The Scrubbed team is the framework behind the framework," says Carol. "They put everything in the right place and put Jaguar on a pathway towards financial accuracy and reporting on time, especially with the SEC. And the support is just phenomenal as well."

Understanding Jaguar's issues and planning ahead is critical to the support that Scrubbed offers. "Our growth has been anchored by Scrubbed's understanding of our needs. They don't just focus on short-term solutions, but provide long-term solutions for long-term problems," says Ish. "The Scrubbed team identifies issues we're not even aware of, and they fill in the gaps, create bridges, always aiming to simplify, to strengthen."

***"The Scrubbed team is the framework behind the framework," says Carol. "They put everything in the right place..."***



# CFO has more time to focus on strategic activities

Because Scrubbed is so on top of the intricacies of technical accounting for the life sciences industry, Carol finds that she has more time to focus on more strategic financial activities, such as ensuring a new drug will meet objectives.

"We are growing and facing key challenges and opportunities ahead. The focus Carol can have on forward-looking activities and my ability to support her in financing and other activities, the FP&A, is due to Scrubbed's talent and deliverables," confirms Ish. "Scrubbed takes the stress off of the quarterly filing, the monthly reporting, the accuracy, and fair financial reporting. Every step in our growth is possible because Scrubbed makes sure that the bases are covered."



**"Scrubbed takes the stress off of the quarterly filing, the monthly reporting, the accuracy, and fair financial reporting."**

# Jaguar offers advice to others in life sciences

This trust and respect between Jaguar and Scrubbed is the foundation of the successful partnership, and Ish advises other biotech and pharmaceutical companies to follow in Jaguar's footsteps. "Find a firm like Scrubbed that cares, has the expertise, knowledge, and quality of the staff, and will go above and beyond to help you meet your goals. My advice would be to reach out to Scrubbed and allow them to do what they do best!"

## Building a trusted partnership

The relationship between Jaguar and Scrubbed has developed into something very special. "Skilled, patient, understanding, and funny," says Ish of his Scrubbed counterparts." It feels like they are an extension of Jaguar in the Philippines. They will work evenings, weekends. We have some of the most complicated accounting transactions and short deadlines, short turnarounds. And they're always there. They always deliver quality!"

Carol agrees, saying, "The camaraderie between my team and the Scrubbed team is just outstanding. You would think they'd known each other for ten years. It's just an amazing group of people."



**"The camaraderie between my team and the Scrubbed team is just outstanding. You would think they'd known each other for ten years. It's just an amazing group of people."**

# The beginning of a long relationship

Jaguar's collaboration with Scrubbed exemplifies a successful partnership built on industry expertise, proactive solutions, and mutual respect. This enduring relationship has proven essential to Jaguar's growth and success, enabling them to navigate the complexities of technical accounting within the life sciences field.

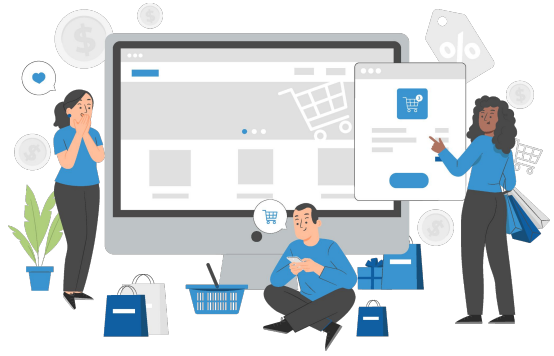
Carol sees a bright future with Scrubbed. "Without them, we wouldn't be where we are. We wouldn't be able to file on time; we wouldn't be able to really understand some of our core business transactions," she says. "More power to Scrubbed!"

"I was an auditor for ten-plus years, so I know quality," says Ish. "I was at Ernst & Young and at RSM, and the quality of the Scrubbed technical team, SEC reporting team, the pleasure, the joy, the commitment, and the sacrifice they put in - amazing.

**We are glad to partner with Scrubbed, and we're looking to grow. We have a long road ahead, and Scrubbed is our backbone."**



## Scaling Up to Success: Hatch's Journey from Shark Tank to Industry Leader with Outsourced Accounting



Hatch was born out of the desire to help everyone have a good night's sleep. Their innovative Baby Changing Table which included a built-in scale and app integration was featured on "Shark Tank" in 2016, propelling the company from start-up to a leader in sleep products.

## Navigating **Rapid Growth**

In the past two years, revenue has doubled. As the company has grown, it has successfully expanded its product range to include sleep devices for adults and kids. To support this growth, Hatch needed reliable accounting and finance support that could grow alongside them without the burden of recruiting and training permanent staff members. Outsourced accounting was the clear choice.

Scrubbed's partnership with Hatch started in 2016 and as Hatch has grown over the years, Abhi Awasthi, Assistant Controller, has been impressed with the quality of Scrubbed's work. "They know what they're doing. Many Scrubbed team members are qualified CPAs, so they know US GAAP standards."



# Seamless Teamwork is key to Amazing Results

That high level of training and professionalism means that Scrubbed can work seamlessly to cover the various accounting and finance needs at Hatch. The Scrubbed team expanded as Hatch's needs evolved. "If needed, Scrubbed will always bring in more team members, so we never felt that anybody is stretched too thin," says Abhi." And it always feels like the new person has been working on this team for months—I don't see any difference when an employee leaves or joins."

The Hatch team greatly appreciates the seamless and efficient partnership they share with Scrubbed. The Scrubbed team members are consistently responsive and prompt, and understand how Hatch prefers the work to be completed. The relationship is further enhanced by an advantageous time zone difference which means Hatch and Scrubbed have a few overlapping work hours each afternoon. This invaluable shared period allows them to discuss important issues in real time leading to even clearer and more effective communication.

Abhi trusts the Scrubbed team to deliver, "When we come back in the morning, we find everything already posted in the books. It's truly remarkable! All follow-ups have been taken care of, and there are no pending emails. **What more could you ask for? It's simply amazing!"**



# Outsourcing Day-to-Day Accounting Tasks Means More Time for Strategic Work

Working with Scrubbed means top-quality accounting and finance support for Hatch, and Abhi also realizes additional benefits. For instance, with Scrubbed taking care of the day-to-day tasks, it means that Abhi has **more time to focus on strategic work**, including **more business analysis and the time to focus on new projects** that support Hatch's growth and success.

Having an outsourced team that can grow seamlessly also means that Hatch isn't affected by staff turnover or the requirements of having an in-house team. "Having Scrubbed takes away a lot of pain, especially around employee attrition," he says. "If an employee leaves, you have to go find another, train them, and manage their expectations and growth. Now, I don't have to worry about what's happening internally with the team."



**"Having Scrubbed takes away a lot of pain, especially around employee attrition."**

# Scrubbed is a Trusted Partner in Hatch's Plans for Growth

Although he doesn't have to spend time on team development, Abhi quickly points out that he also has no concerns about his Scrubbed partners keeping up with the latest accounting, tax, and finance developments. "I see Scrubbed employees are happy; they are moving and growing and being promoted. Scrubbed is taking good care of them, which makes me feel happy as well."

The Scrubbed team has grown from two people in 2016 to more than ten today, scaling up to meet Hatch's needs, and Abhi is confident that the partnership will continue. "I believe one hundred percent that as we continue to grow, Scrubbed will scale and provide the support that is required. No doubt about that," he says. "They always feel to me like part of Hatch."



**"I believe one hundred percent that as we continue to grow, Scrubbed will scale and provide the support that is required. No doubt about that."**

# How Outsourcing Accounting Gave Nonprofit Organization, Playworks, Greater Financial Visibility

*Playworks is an Oakland-based national nonprofit that supports learning and physical health by providing safe and inclusive play to low-income students in urban schools. The organization partners with schools to design curriculum and activities that offer play opportunities during recess, lunch, and during after-school programs.*



It all started when Playworks was moving to a new accounting system and needed help with the transition. They turned to **Scrubbed**, an outsourced accounting firm based in San Francisco with operations in the Philippines. Scrubbed's more than 1000 employees deliver financial services ranging from basic bookkeeping to complex planning and analysis for startups, small businesses, non-profits, and established companies. What started as a short-term project blossomed into a long-term partnership that revolutionized Playworks' financial management.



**What started as a short-term project blossomed into a long-term partnership that revolutionized Playworks' financial management.**

# A Struggle for **Financial Clarity**

Before partnering with Scrubbed, Playworks grappled with several significant financial challenges not uncommon to nonprofit organizations. Collections were problematic, data needed order, and meaningful reports were scarce.



**"We began working with Playworks in 2018 as a project-based team focused on client invoicing and collections. When the new CFO arrived in 2020, he increased our scope of services to include managing their entire accounting process."**

said Noemi Antazo, a senior manager at Scrubbed.

## **Averting** Inevitable Growing Pains

Playworks and Scrubbed were well into their transformative journey when the COVID shutdowns hit. However, coming out of the pandemic, Playworks experienced a spike in growth, in part due to many schools spending more time outside to minimize the spread of COVID. "We had already overhauled their reporting processes and were handling 100% of their accounting operations," said Laurence Cristopher Ruelo, Non-Profit & Startup Accounting Director. "When Playworks needed to scale quickly, we were able to add staff and adjust to this increased demand seamlessly."

**“Scrubbed has helped me in various ways; specifically, I don’t have to worry about the accounting side of the house, which allows me to focus on more strategic tasks. From an accounting perspective, their work quality is always high. We have a timely close, monthly analysis, everything you expect from a high-functioning accounting team.”**

Satoshi Steimetz, CFO of Playworks



## **Greater Visibility** Leads to Delighted Donors & Better Collections

The Scrubbed team assists Playworks with revenue recognition, contract restructuring, and also developed a contribution margin income statement, none of which you can do without clean financial data. Says Antazo, “Typically, nonprofits are audited annually, and some major donors will require an audit, too. Donors look for clean audit reports, and most expect grants to be incorporated into their books. If their books are in good shape, it is much easier to produce those reports.”

One of the biggest headaches the organization faced was managing its collections process. Without clear cash flow visibility, they were writing off too many invoices. The Scrubbed nonprofit team got to work and implemented monthly accounts receivable metrics to give Playworks clear insights into progress, which over time led to better day-to-day collections.

Like most nonprofits, Playworks faces challenges unique to the sector, so it is invaluable to find a resource that understands the challenges nonprofits confront and has experience helping other clients overcome them. “Scrubbed’s nonprofit knowledge has provided significant insights, ensuring compliance and accurate financial reporting. We appreciate the visibility they have provided,” said Steimetz. “They create both 12-week and 12-month cash forecasts for us. Our board appreciates that visibility, and it supports our long-term planning.”



**“Scrubbed’s nonprofit knowledge has provided significant insights, ensuring compliance and accurate financial reporting. We appreciate the visibility they have provided,”**



## Expected Obstacle **Quickly Overcome**

A common concern when considering an offshore resource is accessibility, but that was quickly set aside by Steimetz. “There is a significant time zone difference, but I rarely feel it. Once we got into the cadence, it hasn’t been an issue. On the rare occasions where we need them to attend an important meeting, **they will show up to meet our needs, even if it is a ridiculous hour for them.** We try to avoid that, since I don’t want them to make extraordinary sacrifices, but I appreciate their willingness to do so when it is necessary.”

According to Antazo, the key to a successful client relationship is to become a partner for the long haul, not just to fill gaps. “Not only is it more efficient, but it also establishes institutional knowledge and allows for robust internal controls.” Nonprofit expertise notwithstanding, one of the other benefits Playworks enjoys from the relationship is open communication and trust.

**“Scrubbed is forthright about sharing information that others might be hesitant to convey,”**

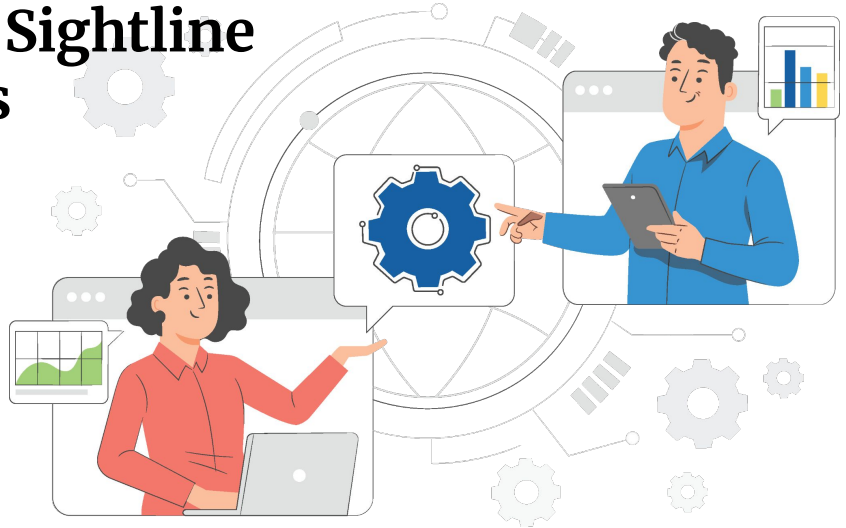
Steimetz shared. “For example, during the recent banking crisis, they helped us analyze our risk so we could determine how to best protect our assets. Because of their relationship with another nonprofit client, they introduced me to a new banker who helped us open a back-up account we didn’t have before.”

## Advice for Nonprofits Seeking Financial Excellence

Steimetz offered the following advice to nonprofit organizations thinking about a similar move. **“If you are considering outsourcing your accounting functions, take it seriously and do your due diligence. From a CFO perspective, I appreciate that I can now be more strategic since I don’t have to worry about the accounting work. Recently, with more time on my hands, I was able to analyze our pricing structure and determined it was time to adjust what we were charging. Now, after explaining the reasoning behind this increase with our 17 regions, we have more money going to our bottom line that can be used to expand our services to more schools.”**

The decision to outsource accounting functions to Scrubbed proved transformational for Playworks. Improved financial management, enhanced reporting capabilities, and strategic guidance empowered the nonprofit to focus on its mission and pursue additional funding opportunities. With the assurance that their accounting and financial management were in capable hands, Playworks is thriving. This long-standing partnership is a testament to the power of collaboration and the ways outsourcing can be a tactic for achieving financial excellence.

# Efficient Outsourcing Transforms Sightline Hospitality's Accounting Capabilities



Sightline Hospitality is a third-party hotel management company that hotel owners hire to operate the hotels, including all the accounting and finance. With a portfolio of over \$8 billion in hotel assets managed over the last decade, Sightline focuses on driving success in every hotel under its care.

## **Staffing Challenges** and the Need for a Cost-Effective Solution

Like many businesses in the United States, Sightline faced a significant challenge: finding skilled and consistent staff at an affordable price. "The main challenge that we've had is that staffing is getting more expensive here in the United States," says Sightline Hospitality CFO Warren Cruz. "And the second is the consistency of the staff."

There's also an added twist for his business because Sightline operates hotels on behalf of owners. "People tend to turn over quite a bit, and when accounting is seen as an overhead, the hotel owners typically don't want to spend a lot of money," he explains. "We have to do the work as cost-effectively as possible."

# Choosing Outsourcing for Cost-Effectiveness and Efficiency

Cruz analyzed three potential solutions: hiring on-site staff for individual hotels would be expensive, implementing a centralized accounting team covering all hotels would be more cost-effective but still face the constraints of hiring in the U.S., or outsourcing to a skilled external team. After careful consideration, outsourcing emerged as the preferred solution for Sightline.



**“We don't need to hire in-house staff. We don't need to hire the different levels and train and all that.”**

"Outsourcing is the most cost-effective for us," Cruz says. "We don't need to get office space. We don't need to hire in-house staff. We don't need to hire the different levels and train and all that."

# Finding high-quality outsourced accountants in the Philippines

Cruz turned to the Philippines to find high-quality accountants. With Scrubbed, he found the right combination of expertise, professionalism, and cost-effectiveness for Sightline. "The solution we chose is the one where you get good quality people for less expense than the U.S., but they could actually do the work properly."

In the beginning, Cruz invested time in bringing the Scrubbed team up to speed with his business. To his delight, the Scrubbed team proved to be quick learners and dedicated to continuous improvement. An unexpected bonus was that Scrubbed's supervisors and managers actively trained staff accountants, contributing to a seamless and efficient collaboration between the two companies. "The supervisors and managers help the staff accountants to understand what we're trying to do," Cruz explains. "So, it's not just Sightline training this person; Scrubbed also helps with training."



**"The supervisors and managers help the staff accountants to understand what we're trying to do, So, it's not just Sightline training this person; Scrubbed also helps with training."**

# **Consistent support** enables strategic work and revenue growth

Sightline has partnered with Scrubbed on monthly financials and day-to-day accounting tasks for 2 years. Cruz values the consistency and not having to worry if the Scrubbed team is on top of producing monthly financials. "With Scrubbed, it's just automatic. It just happens!"

As a result of partnering with Scrubbed, accounting is now less burdensome for Sightline. "We're able to focus on our core competency, which is to run hotels as efficiently as possible, and bring revenue to the hotel," says Cruz. "And as far as accounting is concerned, we basically rely on Scrubbed to do the work for us, and it's less of a headache than if we were to do it ourselves."

Cruz now enjoys the freedom to engage in more strategic work with the company as Scrubbed handles the nuts and bolts of producing financial reports.



**"We're able to focus on our core competency, which is to run hotels as efficiently as possible, and bring revenue to the hotel,"**

**"With Scrubbed, it's just automatic. It just happens!"**

# A Partnership **for Future Growth**



As Sightline expands and takes on the operation of more hotels, Cruz sees Scrubbed as a crucial and reliable partner, not only for their accounting expertise but also because of the trusted relationship that has developed. "The friendliness and communication that I get from the team is top-notch, says Cruz." I also present multiple scenarios, and they're always able to help me come up with the most efficient solution. They're very creative folks and very responsive people."

**"The friendliness and communication that I get from the team is top-notch"**

Through its collaboration with Scrubbed, Sightline Hospitality has successfully tackled staffing challenges, optimized operational efficiency, and maintained a sharp focus on its core competencies. The strategic decision to outsource accounting services to Scrubbed has alleviated financial burdens and enabled Sightline to pursue its vision of delivering exceptional performance in every hotel it manages. As they expand, the partnership with Scrubbed remains vital to Sightline's growth strategy and ongoing success in the hospitality industry.

# NextDayBetter & **Scrubbed**: Seamless Collaboration, Informed Decisions



## About **NextDayBetter**

NextDayBetter is a media and agency platform that focuses on the stories and experiences of migrants and intercultural communities. They use data, storytelling, and marketing to help brands and organizations understand and connect with these diverse and dynamic audiences.

# Navigating financial challenges with strategic outsourcing

A small company with a remote team of just five people, NextDayBetter is registered in the US and needs to comply with US financial regulations. As a startup, they also needed help and efficient financial management to navigate their growth. When they started thinking about recruiting people to help or engaging a financial institution in the US, they ran into a cost issue.

"The revenue of the company is not big enough for us to just hire a whole team and create a whole department for accounting," says Josh Tiu, Executive Assistant to the CEO. "The next best option for us was to outsource." Josh Tiu

From the beginning, Scrubbed and NextDayBetter made a good team. "I remember when I was interviewing Scrubbed, and I was throwing out near-impossible situations," says Josh. "Arlene at Scrubbed was telling me that Scrubbed could do all that and that it could all be handled through retainers, not forcing us into a full-time hire. She was super helpful."



**“The revenue of the company is not big enough for us to just hire a whole team and create a whole department for accounting. The next best option for us was to outsource.”**

# From uncertainty **to** **clarity**

The first challenge for Scrubbed was to clean up the books for 2022. "We had an online accounting system, but it was very basic," says Josh. "We weren't going to be able to scale with this; we needed accurate figures."

Scrubbed's expert team got to work on the accounting tasks and meticulously cleaned up NextDayBetter's financial records, bringing coherence and accuracy to their books. Beyond expert bookkeeping, they were also able to provide invaluable advice on budgeting and invoicing, tailored to the unique needs of the media and entertainment sectors.



## **Informed decision making** and proactive planning

NextDayBetter quickly found that Scrubbed's involvement empowered them to make more informed decisions more quickly. By providing accurate financial data, Scrubbed enabled NextDayBetter to forecast more effectively, allocate resources efficiently, and sign on new clients confidently, knowing they weren't promising more than they could deliver. The assurance of having a dedicated team to catch financial discrepancies boosted Josh's confidence in their numbers, fostering a proactive approach to decision-making.

"It's influenced the way I thought about planning. The best case scenario is to be able to plan out an entire year and set up a budget and targets. But there are a lot of different factors involved in hitting those milestones," says Josh. "Working with Scrubbed, I'm able to plan something and see whether or not it's realistic because they're able to translate that into real working numbers and provide context."

# Seamless collaboration in a remote work environment

Scrubbed's remote services enabled seamless collaboration, aligning with NextDayBetter's remote work culture.

"As a remote-first company, if we can keep engaging remote suppliers that can help us, there's going to be no need for in-house overheads. But we're also happy to have devised a way of working together where we don't really interact that much," says Josh. "In the beginning, there were lots of interactions because there were lots of questions, but now they keep me informed, and I know exactly what's happening at any time."

## Flexible solutions for a growing business

That confidence that Scrubbed is handling accounting and finance matters frees Josh up from having to dedicate time to tedious manual accounting processes and means that he and the CEO, who jointly act as CFO, can focus on more strategic decisions. Scrubbed's adaptability and willingness to work within time and budget constraints provide NextDayBetter with the flexibility needed for their evolving business landscape.

With Scrubbed's assistance, NextDayBetter has streamlined its processes, laying a foundation for scalable growth. Looking ahead, NextDayBetter envisions further collaboration with Scrubbed, relying on their expertise to support strategic decision-making and also for help with future tax planning. Josh also advises other companies to look to Scrubbed for help:

"If you're considering hiring a financial company to help you with your books, start early. The earlier you start, the earlier you put in those protocols, the better. Scrubbed will clean your books right up."



**If you're considering hiring a financial company to help you with your books, start early. The earlier you start, the earlier you put in those protocols, the better. Scrubbed will clean your books right up.**

# Scrubbed support empowers **NextDayBetter's vision**

NextDayBetter's partnership with Scrubbed transformed their financial management, enabling them to focus on their core mission of defining a better intercultural future for all. Through Scrubbed's tailored solutions, NextDayBetter achieved financial clarity, fostering confidence and accelerating its growth trajectory in the social impact sphere.



**NextDayBetter achieved financial clarity, fostering confidence and accelerating its growth trajectory in the social impact sphere.**

# How **Scrubbed** Transformed Adapture Renewables' Finance and Accounting Operations



## The **Challenge**

Adapture Renewables, Inc. is a utility-scale solar and energy storage project developer, owner, and operator. Incorporated in 2011, the company is owned by KIRKBI – the private holding and investment company of the Kirk Kristiansen family founded to build a sustainable future for the LEGO® brand through generations.

Its growth over the years, while welcome, has brought new finance and accounting challenges for the company due to the unique nature of the renewables business.

**"Every new project that Adapture Renewables undertakes is a new company. It's a new LLC and a new set of books to maintain," according to Ivan Kwan, VP of Corporate Finance and Treasurer.**

In addition to the formation of many new companies, the financing for renewable energy businesses is complex, requiring skilled management of the different tax incentives and renewable energy credits as well as the unique financing structures like sale leasebacks, partnership flips, and inverted leases. Finding accounting and finance employees with in-depth knowledge of these topics difficult. As the company grew, "It was just not feasible for one person to handle the whole thing," said Kwan.

# The **Solution**

Adapture Renewables wanted to be intentional about scaling. "We didn't want to scale wildly and get warm bodies just for the sake of getting warm bodies," said Kwan. So, in 2018, he investigated the idea of outsourced accounting, finance, and tax support. Initially, he brought on Scrubbed in a staff accounting capacity to handle payables and receivables.

**"It was a new model for me to adopt, and there were some butterflies in my stomach," said Kwan.**

**"But very soon, I realized the competency level was really high, and Scrubbed was able to help us resolve or address the challenges of scaling."**



After the departure of a controller, Kwan decided to broaden and deepen the relationship with Scrubbed, and they soon took on end-to-end accounting, tax issues, and FP&A work. The Scrubbed team also worked with Adapture Renewables to build a comprehensive dashboard, including hard accounting numbers and tracking mechanisms to provide greater visibility into the performance of their assets. Adapture Renewables included the Scrubbed team in training and learning opportunities to increase their knowledge in renewables, building on their already strong foundation in real estate finance and tax support. They also tapped into the Scrubbed team's experience in asset management analysis.

"Scrubbed went from having a staff accounting capacity to being a true business partner," said Kwan.

**"Scrubbed went from having a staff accounting capacity to being a true business partner."**

## The Results

Working with Scrubbed has enabled Kwan to free up bandwidth to deal with the higher-level and more strategic tasks that contribute to the company's growth. He sees a significant advantage in the outsourced, fractional model.

"Renewables is still a very young sector, so it's difficult and expensive to find folks who are qualified and knowledgeable in this sector. If you have the budget for one employee but don't land the right person at first, you have to do it over again," he said.

**"Given the cost-effectiveness of this approach, you can get more qualified talent for a similar or lower cost, which gives you more flexibility to recover from mistakes and figure things out as you are growing."**

Kwan also appreciates the trusted relationship that has grown as Adapture Renewables and Scrubbed have found ways to discuss challenges and work together more closely as a team. In fact, he views Scrubbed as an "Adapture Renewables arm based in the Philippines," an extension of his own team rather than traditional service providers.

"I think the relationship is very strong, much more than you would get from a typical outsourcing outfit," he said. "I wholeheartedly recommend Scrubbed, and we plan to grow our efforts with them even deeper on the management, and even IT, side of our business."

**"I think the relationship is very strong, much more than you would get from a typical outsourcing outfit."**



**"Scrubbed"** is the brand name under which [Scrubbed.net, LLP](#) ("Scrubbed, LLP") and [Scrubbed.net, LLC](#) ("Scrubbed, LLC") provide professional services. Scrubbed, LLP and Scrubbed, LLC practice in an alternative practice structure in accordance with the AICPA Code of Professional Conduct and applicable law, regulations, and professional standards. Scrubbed, LLP is a licensed independent CPA firm that provides attest services to its clients, and Scrubbed, LLC provides tax, finance, and support services to its clients. Scrubbed, LLC is not a licensed CPA firm.