

# CASE STUDY: INTERIM FINANCE TEAM

A 5-year-old for-profit company that provides software to community organizations lacked an established finance team. The COO required an interim finance team to manage processes and procedures.

## CHALLENGE

The company lacked formal financial documentation and processes, relying on spreadsheets and email communication. The organization grew rapidly and struggled to effectively manage their finances. Disorganization between sales and finance operations created risks of invoicing errors, and poor customer service.

## APPROACH

I joined a team of consultants forming the Temporary Finance Department and began shadowing my colleagues to understand the existing operations. To address the lack of financial documentation, my work included:

- Developing standardized filing conventions
- Creating SOPs for entering data in QuickBooks
- Reconciling expenses to ensure compliance with financial policies

I was also tasked with improving the invoicing process, which had previously been handled via spreadsheets and email. I implemented a project management tool, Asana, which allowed the sales team to directly share client information with the finance team, triggering semi-automated invoicing workflows. To further establish SOP's, I created detailed guides for managing invoices in QuickBooks and organized biweekly invoicing meetings with the COO, finance, and sales teams to track progress and discuss improvements.

## OUTCOME

- **Expense documentation** improved from 60% complete to approximately 95% complete, reducing the risk of fraud, ensuring compliance, and easing year-end audits.
- **Improved communication** between the sales and finance teams, allowing the COO to focus on higher-level strategic initiatives rather than day-to-day financial operations.
- The company **successfully hired a full-time finance department** using my documentation and executed a smooth transition during a period of rapid growth.



## CLIENT FEEDBACK

"The **reliability** of our contract finance team gave me **peace of mind** and saved me hours each day."

"Attention to detail in finance, just like in customer relationships, **helped us get things right all across the company**, not just in the finance department."

"I didn't think it was possible to improve on our finance team, but the structure they put in place **made the transition to a full-time team smooth and seamless.**"



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