

## **Case Study: Raffa & Associates Remote Access - Business Process and IT Outsourcing**

eKuber was involved in addressing the following effort for a commercial enterprise and several of Raffa's clients.

### **Environment:**

Raffa & Associate is one of the top CPA firms in the D.C. metropolitan area and has several clients in the mid-market revenue segment, for which it provides complete accounting, financial process and IT infrastructure outsourcing services.

### **Problem:**

Raffa wanted to create a competitive advantage by providing to its customers, faster turn around capability and lower cost, compared to its competitors, by outsourcing its own work to subcontractors.

### **Solution:**

eKuber was engaged by Raffa to provide business process outsourcing services for accounting and financial processes of four of its largest clients, through access from remote sites.

eKuber leveraged the existing Raffa applications and IT infrastructure hardware environment and created an internal eKuber IT applications and hardware infrastructure over the internet, that leveraged eKuber outsourcing capability. eKuber installed additional network infrastructure at eKuber premises and provided secured access to the US and India based professionals to access and work on the applications and process of Raffa's clients.

eKuber provided full oversight to the program management of geographically dispersed professionals and coordinated their activities by its proven program management techniques. eKuber staffed the full project through hired resources and its own employees working with Raffa staff.

eKuber also standardized the new processes, created the documentation and facilitated the transfer of knowledge for Raffa staff.

### **Result:**

Raffa was able to digitize a lot of its clients financial content and reduce the cycle time for clients' financial reporting.

eKuber successfully met some very stringent requirements related to service level agreements and the quality of the work (time and error rates) and was able to reduce cost as well as turn-around cycle times for Raffa and its clients.