

# Client Success

## Systems Implementation and Ongoing Performance

### Overview:

Client owns and operates several skilled nursing facilities and related ancillary businesses. Client experienced severe difficulties with regulatory filings, claims for business interruption insurance proceeds and compiling monthly financial statements. Client was operating without a Chief Financial Officer.

### Customer Pain Points

Client was concerned that existing resources would not be sufficient to complete the necessary tasks required of a multi-site provider and that continued deficits would lead to a reduction in cash flow and ongoing operating performance.

### Services Offered:

The Lancaster Group was engaged to perform an assessment of Client's finance department and its use of available computer systems.

### Results:

The Lancaster Group performed the requested assessment and identified deficits in existing skill sets, allocation of responsibilities, use of consistent policies and procedures and less-than-optimal use of computer software systems. The Lancaster Group was subsequently engaged to assist in the implementation of its recommendations, including fulfilling the role of interim Chief Financial Officer