Case Study:
Streamlining Financial Operations for Strategic Growth

CONSONANCE GROUP
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The Challenge: Financial Management Bottleneck at the Executive Level

The client faced critical inefficiencies and organizational risk due to single-person financial oversight. The Executive Director was solely responsible for payroll and financial reporting, which often led to delays and created a significant dependency on one individual for essential financial functions. This lack of shared ownership and formalized internal controls limited flexibility, making it difficult for the Executive Director to step away or focus on high-level strategic priorities.

The Solution: From Single-Person Dependency to Collaborative Financial Management

To strengthen operational resilience and build long-term financial clarity, our team implemented a multi-faceted approach:

- **Process Automation:** Transitioned payroll and reporting into a shared, collaborative workflow, reducing manual data handling and dependency on a single individual.
- **Establishing Internal Controls:** TCG's controller collaborated with our client to tighten procedures for bank reconciliations and check-writing, introducing the necessary checks and balances for compliance and security.
- **Improving Internal Procedures:** We developed a clear framework for roles and responsibilities and made targeted improvements to procedures, resulting in greater real-time financial clarity for management.
- **System Optimization:** Conducted a review of payroll providers and administrative processes to identify opportunities for further efficiency and employee self-service.
  (Note: Professional development sessions are planned as a next step in ongoing partnership.)

The Result: From Operational Vulnerability to Controlled, Resilient Systems

Our engagement delivered both immediate stability and long-term continuity, while empowering leadership to refocus on strategic priorities:

- **Audit Resolution:** TCG resolved a complex, high-value discrepancy from a prior audit, delivering immediate relief and measurable ROI.
- **Risk Mitigation:** With documented payroll continuity and strengthened internal controls, the organization reduced operational risk and ensured stability—even during leadership absences.
- **Financial Confidence:** Improved procedures and oversight provided the Board with clear, timely financial insights to support informed decision-making.
- **Strategic Freedom:** The Executive Director regained the capacity to lead staff and focus on the organization's creative and programmatic vision.
- **Sustained Partnership:** Recognizing the value of increased clarity and responsiveness, the client renewed its engagement with TCG for an additional two years.