KICKSTARTING THE CLOSE: WHAT THE FLOQAST IMPLEMENTATION PROCESS LOOKS LIKE

When businesses select a software solution, the expectation is that the implementation process will be simple, the customer support will be effective, and that the company will start seeing results as soon as possible.

Unfortunately, things often prove not to be so easy.

As simple as the concept of stellar customer support is, it's often unattainable for businesses focused solely on securing contracts and hitting quotas.
From day one, FloQast's dedication to providing users with the support they need to get the most out of the product has been our top priority. From organizing close checklists to implementation and training, our Customer Success and Setup teams are there to ensure accounting teams using FloQast exceed their own expectations by closing the books faster and more accurately, and fundamentally provide more value to the company as soon as possible.

"…One of the easiest implementations I've gone through of any product."

When Shanna Wheeler took over as Corporate Controller at manufacturing giant RedBuilt, she was replacing someone who had managed the team for the previous 40 years. However, in addition to her new role, Shanna was expected to continue handling her existing responsibilities — with the year-end close just a few months away.

Selecting FloQast over BlackLine because of FloQast's reliance on Excel and ease of use, Shanna stated that the setup process couldn't have gone any better.

"In terms of implementation, I would say it was one of the easiest processes I've been a part of. FloQast took care of everything. We gave them a list of what we wanted in FloQast, and they took care of it all. All our data was right there and everything worked perfectly."

DANEYA DENSON
Senior Accounting Manager

mongoDB

"Our FloQast implementation was one of the easiest implementations I've gone through of any product," she said. "We were shopping around in October. We had our information uploaded in November, had our training later that month, and were closing the month of November in the first week of December. It was very quick, from start to finish."

"The setup process was absolutely turnkey."

As Director of Financial Systems for Denver-based Welltok, it was up to Judith Mageras to identify the optimal close management solution for the enterprise health tech company. As luck would have it, Mageras had considerable experience in doing just that, having implemented FloQast at two previous companies.

According to Mageras, the third time proved just as easy as the first two.

"The setup process was absolutely turnkey," she said. "We gave [FloQast] our Excel file, it was uploaded, and within hours, our team was able to navigate the system and contribute easily. We do everything internally; there has yet to be a situation where we needed to engage IT."

"...We weren't expecting the FloQast integration to be so simple."

When Chris Rioux joined Bay Area-based Sila Nanotechnologies, the company was in the midst of tremendous growth. As a result, the company selected FloQast not long after implementing a new ERP.

"What made FloQast right for Sila was the fact that the implementation process was smooth and quick," said Rioux. "We didn't want to have to go through a multi-month integration project, but we weren't expecting the FloQast integration to be so simple."

As a result of the quick integration, Rioux now has time to focus on more strategic projects — with less stress, overall.

"When I joined the company, I hoped that I would be able to get to a point where I could help work with our VPs and our CFO on the financial strategy after a few months dedicated to the close. But really, I was able to jump right into those new processes because I have confidence everything tied up in the books. And because we have everything tied up in the books, it helps relieve a lot of anxiety for me, knowing that I have the time to spend on things like treasury and financial strategy."

"That is How Much I Love All Those Guys."

Prior to implementing FloQast, Utah-based CHG Healthcare's month-end close was marred by disorganization and lacked transparency. Since then, the company has been able to streamline its close process, save hours each month for individual accountants on the team, and provided a new level of visibility for management.

"FloQast was great in helping us build our chart of accounts, making them look better, organize the trial balance, and then helping us map it," said Lexi Graham, Corporate Accounting Manager at CHG Healthcare. "And the fact that we were able to be up and running within a month was the icing on the cake."

"Within two months of implementing FloQast, we saw a change in how our accountants were responding to the close process. The buy-in from our teams was readily apparent and people were more engaged with the system — what more could we ask for?"

CHRISTOPHER ALVAREZ
Senior Accounting Manager

EPICOR

Sharing her thoughts on FloQast's Customer Success team, Lexi raved about her experiences so far.

"Oh my gosh, the Customer Success team at FloQast is wonderful," she said. "They're honestly my favorite. If I have any questions at all, they respond immediately. One time, I had a question about OneDrive. I asked FloQast's Customer Success team, and they figured it out for me in no time, even though it was really a question for OneDrive Support. I have such high praise for FloQast's customer service. I want to come out to California and just visit for a day. That is how much I love all those guys."