

Wrench Group Enhances Visibility, Efficiency Across Operating Entities with FloQast and Sage Intacct

Serving over 700,000 customers across the U.S., Wrench Group provides home maintenance and repair services, specializing in HVAC, plumbing, water, and electrical projects. The combined talents of this network of customer service and support staff reflect a corporate strategy that allows for accounting autonomy in affiliate operations.

“Our highly acquisitive nature means there are simply more accounting challenges across our portfolio of complementary-but-independent organizations,” said Scott Quesnel, senior VP of finance and corporate controller for Wrench Group. “We own 11 different brands, each of which operates as its own entity. They have their accounting teams, collections and payroll processes, and a local controller and CFO. That means we have 11 different accounting teams that handle [each] unique business unit.”

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A Time for Change

Even while under the Intacct ERP umbrella, Wrench Group didn't have consistent operational accounting policies in place, and their close practices were disjointed.

“I didn't have visibility into anything,” said Quesnel. “When our private equity firm changed, we were going through working capital statements and settlement processes. If I wanted to know what was in prepaids, for example, I'd have to reach out to the local controllers or CFOs for that information. It was manual and consumed too much time.”



Wrench Group

Industry

Home Repair, Replacement, and Maintenance Services, Home Services

ERP

Sage Intacct

Objective

As a diversified group of private equity-backed home maintenance service providers, Wrench Group needed to engender standardized financial processes, operations, transparency, and accurate reporting across a growing portfolio of fiscally distinct organizations.

Why & FloQast

- Needed a consolidated fiscal view of nearly a dozen independent operating entities
- Prioritized integration with Sage Intacct ERP
- Required standardized processes for future acquisitions and business expansion
- Demanded a fast, stress-free implementation that would accommodate all team skill sets
- Sought collaborative, accurate financial reporting for PE investor and external auditor review

Results

- Gained better accountability over the close process and reduced close time by 5 days
- Replaced outdated processes by using Sage Intacct for preparation of consolidated financial statements
- Improved team morale and communication
- Able to complete a remote, first-year audit in just two months with aid of FloQast

As a result, Quesnel embarked on a plan to introduce consistency across all accounting operations — no small feat considering the number of entities, let alone the company’s private equity backer.

“My original big push was to create a uniform accounting policy, a consistent chart of accounts, and to streamline things functionally,” recalled Quesnel. “The most important priority was just getting visibility into what people were doing, and how they were accounting for things such as warranties and deferred revenues. I created an accounting roundtable for our finance leaders, where we defined what we needed to get to a standard set of Wrench policies and more effective ways to transform our day-to-day operations.”

To the Clouds, We Go

As Quesnel and his team progressed with their mission, they found that AcctTwo, a provider of accounting services and software for organizations moving to the cloud, played an integral role in the selection and implementation of cloud-based tools.

AcctTwo specializes in helping businesses shift from legacy solutions to modern SaaS implementations. According to Quesnel, Wrench Group has been thoroughly impressed by its working relationship with the firm.

“I’d seen demos from BlackLine and other solutions. Every company I’ve worked for before Wrench has always said, ‘We should make this (close management) a priority and we need to do it.’ And then no one commits to the investment to do so. Wrench is the first organization where I’ve implemented a solution like FloQast and leveraged it. FloQast has become an integral part of our day-to-day operations, and helps us to greatly simplify tasks such as investor reporting.”

Go Live ‘Smooth and Painless’ Across All Affiliates

For Wrench, implementing FloQast was smooth and painless. Quesnel describes the process.

“Regardless of the SaaS technology solution, vendors assure you that it’s a quick and seamless rollout. Invariably, things take longer and it’s much harder than expected. That was not the case with FloQast. They laid out a clear, straightforward plan at the outset,” said Quesnel. “I already had closing checklists, so I was ahead of the game. We loaded the templates and after some training, we were off and running. The level of effort for me was super small. Better still, it was well-received by my multi-location CFOs. And that’s critical because if they don’t buy in and use the software, it’s a waste.”

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“We have a good deal of exposure to AcctTwo and think highly of them. We employ them for a variety of needs [including platform integration and fixed asset solutions],” Quesnel relates.

At this time, Quesnel was spearheading Wrench Group’s implementation of a close management solution to streamline the month-end close. Ultimately, he found FloQast to be the right solution for the company and its entities.

Integration with FloQast and the Sage Intacct ERP software was important to Wrench Group. After the implementation, it became abundantly clear that the mission to offer the corporate VP Finance/CFO the visibility he needs to maintain a consolidated view both at the corporate and individual entity level (while also allowing the desired autonomy amongst the complementary groups) was now readily available.

“FloQast is an exceptionally light touch integration,” said Quesnel. “A day’s worth of effort and you’re good. FloQast is integrated into Intacct from the perspective that it draws balances by entity and by natural account. It’s pulling info, but it’s not pushing info. That’s the stuff that makes an implementation successful and less of a pain in the organizational butt.”

Transparency, Efficiency, and Unity for All

For a fast-growing, acquisition-focused organization like Wrench Group, financial consistency and flexibility in dealing with the independent affiliate organizations are key, with the umbrella ERP as the glue for a standardized close process and centralized visibility.

“Pre-FloQast, I didn’t have access to anything; I’d have to ask someone else for every piece of information,” Quesnel said. “With FloQast’s central visibility, I’m able to self-serve. It’s been a huge labor-saving [tool], and the accuracy and timeliness are built-in. I can now view information across all of our portfolio companies in one location, not scattered across multiple local hard drives.”

Quesnel concludes, “We plan to leverage added FloQast functions like prepaid amortizations and flux analysis once we get everyone up to speed on a base level of solution benefits. And I’m confident the FloQast team will be there to help.”