

## CUSTOMER SUCCESS

# Eliminating Distractions to Focus on Growth

Zudello helps leading Healthcare Provider make the most of commercial health

“We made a great decision with Zudello,” says the CFO. “They met all of our criteria and since they’ve come on-board, we’ve continued to grow another 30% without taking on any more finance staff.”

**CFO**

Healthcare Provider, Sydney

## Healthcare Provider

This fast-growing healthcare provider supports cosmetic nurses and clinic owners with tools, training, and expertise to launch and grow successful businesses. Operating in a booming sector, the company’s innovative model has fuelled rapid expansion across Australia. But scaling at speed brought internal challenges that needed urgent attention. When a new CFO joined in early 2024, it became clear that behind the growth were financial processes struggling to keep up.

## Business Need

Despite healthy revenue and strong momentum, the finance team faced increasingly manual and time-consuming tasks, especially around reconciliations and month-end reporting. Legacy tools weren’t fit for purpose, and some software, built for US markets, couldn’t handle Australian tax and compliance needs. The CFO recognised that to keep up with the company’s ambitious growth plans, finance operations needed a major overhaul - fast.

### Criteria for choosing Zudello

- The first was that they could integrate easily and work seamlessly with Sage Intacct, their ERP platform.
- They had to understand the nuances of Australian invoices and be able to handle them with speed and accuracy.
- They needed a solution that could scale and grow with the business.

*“Before Zudello was implemented, closing the books was impossible because we weren’t able to get an accurate read on our cost of goods sold. Now I’m able to report within a few days of the end of the month. That obviously frees up a significant amount of time for true commercial analysis.”*

**CFO, Healthcare Provider, Sydney**



## Zudello Solution

To modernise finance and keep pace with the company's rapid growth, the CFO turned to Zudello. The Platform replaced outdated manual processes with automated workflows that are compliant with Australian tax and reporting standards. From day one, Zudello brought much-needed clarity, structure, and reliability to the business's FinOps environment.

Reconciliations that once created roadblocks were automated, and month-end processes that used to drag out became fast and predictable. Zudello didn't just bring better systems - it gave the CFO and team the foundation needed to support strategic growth and deliver on their future ambitions.

## Benefits

Zudello has transformed reporting speed and accuracy across the organisation. The CFO can now close the books just days after month-end and dedicate more time to forward-looking analysis of the business's key performance drivers. This has improved both responsiveness and strategic focus at a leadership level.

The finance team has also experienced major benefits, with reduced manual workload and fewer errors causing delays or confusion. With clearer data and better tools, they can shift their attention to value-adding work, like analysis, forecasting, and cross-functional support. Zudello has elevated the team's capacity, confidence, and contribution across the board.

“ Zudello has taken away a lot of the noise that was created by inaccuracies in the past, enabling the team to add more value to real business priorities.

**CFO**

Healthcare Provider, Australia

POWERED BY THE ZUDELLA PLATFORM

## The AI FinOps Platform

One place for every order, invoice, contract and approval across the spend cycle. Documents are read, coded and matched as they arrive, so your team spends its time on the decisions rather than the paperwork.

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