

# Client Case Study: The Rockbridge 3C Framework in Action

## The Challenge

A U.S.-based contact center with international operations was struggling to get a clear view of its financials. System issues, broken processes, and a history of human error left reporting months behind and forecasting nearly impossible. An ERP implementation had stalled when a consulting firm failed to deliver. Leadership couldn't make timely, informed decisions and turned to Rockbridge for help.

## Our Approach

### Clarity

Conducted a comprehensive financial assessment, correcting 12+ months of historical data and resolving balance sheet issues.

### Control

Rebuilt core accounting workflows, clarified ownership, and restarted a failed ERP implementation with a new partner, successfully re-launching in just 60 days.

### Confidence

Aligned finance with operations and laid the foundation for forecasting, margin analysis, and strategic planning.

## The Results

- Monthly close reduced from **45+ days to 8 days**
- **Daily cash visibility**
- **12+ months** of financial data reviewed and corrected
- ERP reimplemented in just **60 days**
- Clean, **actionable margin data**
- Leadership went from reactive to strategic, freeing up **dozens of hours per month** for higher-value initiatives

***"Rockbridge helped us clean up the chaos, rebuild trust in our numbers, and finally feel confident making decisions again."***

— Client Outcome Summary