

Better efficiency enables faster growth: Tamarack Grove reduces DSO by 58% with Unanet AR Automation

In the heart of Boise, Idaho, Tamarack Grove Engineering has been a leader in the structural engineering and design sector since 2007. With a reputation for community engagement and leadership, they faced a daunting financial challenge that threatened their growth: a lack of an accounts receivable (AR) process. “We were essentially managing collections on hopes and wishes,” explained Hunter Robertson, Tamarack Grove’s Director of Finance. Recognizing the need for a strategic overhaul, Tamarack Grove turned to Unanet in 2018, seeking a streamlined and efficient solution to their AR woes.

Challenges

Before Unanet, Tamarack Grove grappled with multiple operational hurdles:

- **A lack of AR processes:** “Our approach to collections was chaotic,” said Robertson. This highlighted how reliance on outdated spreadsheets led to frequent errors. Robertson said that when it came to the firm’s pre-Unanet AR process, “There wasn’t one.” Without a centralized system, tracking overdue accounts was a constant struggle, often resulting in missed opportunities to follow up with clients effectively.
- **Manual tracking hassles:** The team managed up to 300 active projects using Excel, which was cumbersome and prone to errors. “Each time we updated a project, there was a risk of overwriting critical data,” Robertson shared, underscoring the inefficiency and the impact on project timelines. Robertson added, “It took four times longer than automated invoicing did.”
- **Burdensome invoicing:** Manual invoicing was a significant bottleneck. The process was not only time-consuming but also prone to delays. “Invoicing took four times longer than it should have,” said Robertson, describing how this extended the billing cycle and affected cash flow.
- **Extended days sales outstanding (DSO):** With a DSO of 60-65 days, the company struggled with sluggish cash flow. “It felt like we were always waiting for the next payment to keep things moving,” Robertson remarked, emphasizing the pressure this put on their financial stability.

These challenges created an urgent need for a more efficient and reliable system to maintain their financial health and support their ambitious growth.



Tamarack Grove Engineering, headquartered in Boise, Idaho, is a prominent structural engineering and design firm renowned for its expertise in the manufacturing, commercial, and facilities markets. Since its formation in 2007, the firm has expanded its operations to all 50 states, showcasing its commitment to excellence and innovation in the industry.

The Solution

Embracing Unanet was a pivotal turning point for Tamarack Grove, offering tailored solutions that revolutionized their operations and financial processes. Key Unanet features that addressed their pressing challenges included:

Automated invoicing: This feature alleviated the bottleneck that manual invoicing once represented. “The automated invoicing has dramatically reduced our billing cycle from days to hours,” Robertson noted, emphasizing how this has accelerated their revenue cycles and improved cash flow. “The automated invoicing and the AR collections page just makes everything so much easier.”

Comprehensive AR dashboard: With Unanet AR Automation and its dynamic interface, Tamarack Grove received a centralized view of all accounts, enabling them to monitor and prioritize collections effectively. “Having all the data at our fingertips has empowered us to act quickly and decisively,” Robertson shared, highlighting how this feature streamlined their AR processes and reduced errors.

Stripe integration: The seamless integration with Stripe revolutionized payment processing for Tamarack Grove. Robertson remarked, “What used to take us hours now happens in minutes, freeing our team to focus on what truly matters—delivering exceptional engineering solutions.”

Flexible payment options: By introducing ACH and credit card payment options, Unanet offered much-needed flexibility to Tamarack’s clients. “This flexibility has strengthened our client relationships, making it easier for them to do business with us,” Robertson explained, illustrating how these options enhanced customer satisfaction and loyalty.

Real-time financial insights: Unanet provided Tamarack Grove with real-time visibility into their financial health, enabling proactive decision-making. “We can now forecast with confidence, knowing that our data is accurate and up-to-date,” Robertson added, underscoring the strategic advantage this insight provided.

The Approach

The implementation of Unanet was tailored to Tamarack’s needs, ensuring a seamless transition:

- ✓ **Intuitive user interface:** “The transition was smooth, thanks to Unanet’s straightforward platform design,” said Robertson.
- ✓ **Dedicated customer support:** Continuous support from Unanet facilitated a smooth operational transition.
- ✓ **Effortless integration:** Direct Stripe integration simplified payment processing, enhancing financial accuracy.

“*The automated invoicing and the AR collections page just makes everything so much easier.*”

The Impact

The transformation brought about by Unanet's solutions yielded substantial benefits for Tamarack Grove, marking a new period of significant growth and operational efficiency.



Reduced DSO: Tamarack Grove experienced a drastic reduction in their DSO, from 60-65 days down to just 38 days. "This improvement in cash flow has been a game-changer for us," Hunter Robertson remarked, highlighting how the enhanced liquidity allowed the company to reinvest in critical areas of their business.



Increased cash reserves: With improved AR processes, Tamarack Grove's cash reserves saw a notable increase. "Our bank balance has never been healthier," Robertson noted, attributing this financial stability to the efficiencies gained through Unanet's solutions.



Enhanced operational efficiency: The automation of invoicing and streamlined payment processing freed up significant time for Tamarack's team, allowing them to focus on core business functions. "We can now dedicate more resources to project innovation and client service," Robertson explained, underscoring the operational benefits. "And this year to date, we've had our lowest number of write-offs".



Expansion and growth: The newfound efficiency enabled Tamarack Grove to embark on expansion projects, including a move to a facility three times larger than their previous office. "We are not just maintaining but actively growing our market presence," Robertson pointed out, reflecting the strategic growth facilitated by Unanet.



Improved client relationships: The introduction of flexible payment options and faster invoicing processes enhanced client satisfaction and loyalty. "Our clients appreciate the ease and transparency, which has strengthened our partnerships," Robertson added, emphasizing the positive impact on customer relations.

“*Our bank balance has been higher than ever. We've cut aged receivables in half, and our goal is to have twice as much as our monthly expenses in our balance. We've been right at that threshold. That would have never been close to being a possibility before, but it is now thanks to Unanet.*”

Hunter Robertson
Director of Finance
Tamarack Grove

The partnership between Tamarack Grove and Unanet has not only resolved immediate financial and operational challenges but also positioned the firm for sustainable growth and future success. With a simplified accounts receivable process, reduced days sales outstanding, and enhanced cash flow, Tamarack Grove has achieved significant improvements in both efficiency and financial health.

Key benefits, such as automated invoicing and flexible payment options, have strengthened client relationships and allowed the team to focus more on innovation and client service.

“Unanet has changed the way we operate for the better. Now we have the tools we need to excel and expand,” said Robertson.

Looking ahead, Tamarack Grove is poised to capitalize on their newfound efficiencies, with plans to further expand their market presence and explore new opportunities in the structural engineering and design sector. The company is committed to leveraging Unanet’s capabilities as a foundation for continued growth and success, ensuring they remain at the forefront of their industry.



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