

# Lean, Fast, and Built to Scale: How Aspirion Modernized Finance for a \$200M Growth Engine



## Overview

Aspirion is a tech-enabled professional services organization operating in the healthcare ecosystem, supporting hospitals and health systems with complex revenue cycle management. With approximately 1,200 employees and a growing \$200M business, the company's accounting function remained intentionally lean—just three core team members responsible for general ledger activities.

As a fully remote organization backed by private equity and fueled by acquisitions, Aspirion needed its finance operations to scale without adding significant headcount. That meant finding a smarter, more structured way to manage financial close processes, collaboration, and accountability across a distributed team.

As Aspirion's Controller, Nicole Hoague, put it, "We are expected to do a lot with a little... for a \$200 million company, our accounting team is really three people."



## In Brief:

### Challenges:

- Fragmented, inconsistent close processes across entities
- Limited visibility and accountability in a remote environment
- High manual effort for a lean 3-person accounting team
- No structured account reconciliation process

### Objectives:

- Standardize and streamline the month-end close
- Improve visibility into tasks, ownership, and progress
- Enable scalability without adding headcount
- Establish consistent, repeatable reconciliation processes

### Results:

- Reduced close cycle, with progress towards a **6-day close**
- Completed audit **2 weeks earlier**
- Significantly improved accuracy (minimal reconciling items)

### Industry:

- Professional & Business Services

### ERP:

- Sage Intacct

## The Challenge: Growth Outpacing Process

When Nicole joined Aspirion, the accounting team was operating in a fragmented and unsustainable way. Processes were built around legacy entities rather than functions, and each team member owned workflows end-to-end across multiple entities.

This structure created several critical challenges:

- **Lack of standardization:** Multiple versions of monthly close task lists existed across the team
- **Heavy cognitive load:** Team members spent significant mental energy just remembering what needed to be done
- **Limited visibility:** In a fully remote environment, tracking progress and accountability was difficult
- **Scalability concerns:** The existing approach couldn't support the company's growth trajectory
- **Inconsistent performance:** Variability in execution highlighted gaps in structure and oversight

Nicole quickly recognized the inefficiency: "My team was expending just a tremendous amount of mental energy just trying to remember what to do... they were kind of out of brain juice by the time they got to the actual task."

At the same time, Aspirion faced increasing pressure to shorten its close cycle while maintaining accuracy—something that would be impossible without greater consistency and control.

## Why Aspirion Chose Trintech

As Aspirion evaluated solutions, the team focused on two key criteria: **functionality and cost efficiency.**

They explored multiple solutions but found gaps:

- Some tools lacked the financial-specific capabilities needed for account reconciliations
- Others were too expensive or overly complex for Aspirion's size and needs
- Flexibility in user access and scalability was limited

Trintech stood out for its ability to align with both Aspirion's current state and future goals. "For us it was a combination of cost and functionality. We knew we wanted to move toward structured account reconciliations and that wasn't possible with the other tools."

The ability to segment access—giving broader visibility to task management while limiting reconciliation access to the GL team—was also a decisive factor: "We have everybody in Adra Task Manager, but only our GL team in Adra Balancer... that flexibility really put us over the edge."

Ultimately, Aspirion chose the solution that could evolve with them, supporting both immediate needs and long-term financial maturity: Trintech.

## Implementation: A Phased, People-First Approach

Rather than attempting a full transformation all at once, Aspirion took a deliberate, phased approach to implementation. The process began with restructuring the accounting team into a more traditional functional model, separating responsibilities across payables, receivables, and general ledger activities. From there, the focus shifted to introducing structured task management.

Nicole emphasized clarity and adoption over speed: "It was really good to just get the Adra Task Manager in place... so my team could see my vision for the month-end."

Implementation was completed in just a few weeks, with support from an external partner, Bakerfield Solutions: "They were super helpful in getting us up to speed within a couple of weeks."

Once the team was comfortable, Aspirion expanded into more advanced capabilities like account reconciliations. This phased rollout delivered two key benefits:

- **Faster adoption:** Teams became familiar with the system before adding complexity
- **Stronger buy-in:** Early wins built confidence and momentum

Over time, the platform became embedded in daily operations, not just for monthly close, but for daily and weekly workflows as well. "Now we use a daily and weekly task list because we want to, not because we have to."

## Results: Measurable Gains in Speed, Accuracy, and Visibility

The impact of Aspirion's financial transformation was both immediate and measurable.

### Faster Close Cycles

- Reduced close timeline by **half a day** within the first year
- On track to reduce from **7.5 days to 6 days** by the end of 2026

*"These half days make a big difference in the grand scheme of things."*

### Improved Audit Efficiency

- Completed audit **2 weeks earlier** than the previous year

### Increased Accuracy and Control

- Transitioned from **no formal reconciliations** to fully managed processes
- Reduced reconciling items to **a handful per month**

*"I can count on one hand the number of reconciling items that we have to address this month."*

### Enhanced Visibility and Collaboration

- Real-time visibility into task progress eliminated the need for manual status checks
- Daily standups became more productive and structured
- Cross-functional coordination improved across receivables and GL

*"It facilitates the conversation so much easier... it just feels a lot more collaborative."*

### Scalable Foundation for Growth

With a lean team supporting a growing business, Aspirion is now positioned to scale without adding unnecessary overhead. *"We're pretty set up... it's intended to be scalable the way it is."*

### A Foundation for What's Next

For Aspirion, the transformation wasn't just about improving processes—it was about enabling a small team to operate like a much larger one.

By introducing structure, visibility, and accountability into their financial operations, they've created a foundation that supports both efficiency today and growth tomorrow.

As Nicole summed it up: *"Absolutely—it's been worthwhile."*

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**Nicole Hoague,**  
Aspirion's Controller

### About Aspirion

Aspirion, a US-based, technology-leading revenue cycle management company, partners with healthcare providers to capture revenue from their most difficult to resolve claims. Leveraging domain expertise, proprietary technology, and artificial intelligence (AI), Aspirion recovers otherwise lost claims revenue by overturning denials and underpayments, resolving aged accounts receivable, and effectively managing complex claims collections including motor vehicle accident, workers' compensation, Veterans Affairs and TRICARE, and out-of-state Medicaid