

Norbert

One of the
RSM team

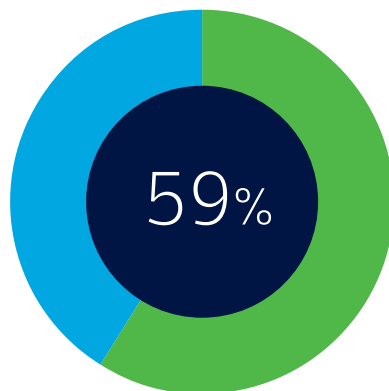


Staying true to their core
expertise

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To balance rapid growth with a lack of internal specialized skills, middle market businesses are increasingly looking to outsourcing and managed services as a better way to achieve their goals.



A recent RSM survey, "What's driving the talent gap," found that 59% of the middle market business leaders surveyed currently use outsourcing/managed services to address the challenges they face finding the right people with the right skills.

The experiences of these five middle market businesses demonstrate the potential of outsourcing and managed services.

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Nordic Pharma

A relationship built on trust and experience

Tax compliance services began a years-long relationship with Nordic Pharma and RSM US LLP that has grown in scale and complexity to include financial accounting outsourcing and managed IT services.

READ THE FULL CASE STUDY

Nordic Pharma sells uniquely positioned generic medicines that bring value to customers and patients. With its U.S. headquarters in Berwyn, Pennsylvania, the company has quickly doubled its staff and increased its biopharma market presence.

Scalability allows expansion without significant staff increases

With product lines and licensing deals expanding and potential acquisitions in the future, Nordic Pharma looked to RSM to help the company maneuver successfully through its new business needs. Once a trusted relationship was established with tax compliance, other projects were initiated:

- Transfer pricing
- NetSuite implementation
- Finance and accounting outsourcing
- Managed IT services

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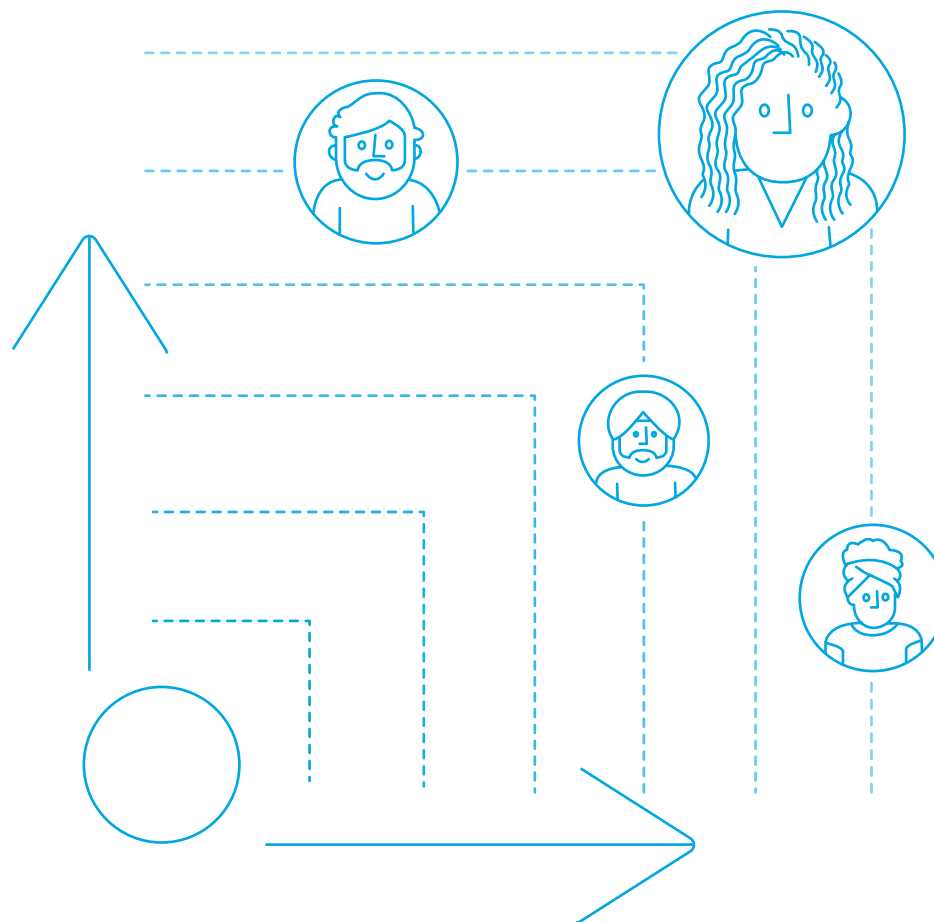
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A strong relationship breeds successful outcomes

Nordic Pharma CFO Tatyana Kosheleva says the company continues to engage with different RSM practice areas as new opportunities arise. The benefits RSM offers include these:

- While the company has grown, the number of people in the finance department hasn't changed.
- RSM's scalable infrastructure—adding staff during busy periods and then reducing resources as needed—allows Nordic Pharma to focus on its business without getting bogged down in recruitment, onboarding or personnel matters.



“Even if we double in size tomorrow, we can do it without changing our headcount significantly because RSM can jump in to help.”

Tatyana Kosheleva
Chief Financial Officer, Nordic Pharma

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Catholic Funeral & Cemetery Services

A ministry of service, not financial reporting

Catholic Funeral & Cemetery Services, a nonprofit ministry of the Catholic Church, wanted the technology, accounting and finance foundation to compete against for-profit businesses that provide these services.

This nonprofit organization provides education, support and professional end-of-life services for clients across the United States. As it was taking on new cemeteries and funeral homes in various regions, the challenge was how to scale.

- Most dioceses had antiquated information systems.
- Each diocese had its own processes, which were often highly manual.

Finding a strategic partner in RSM US LLP, the organization was able to lay a foundation for growth by:

- Implementing a modern ERP platform
- Tapping RSM finance and accounting expertise, personnel and deep knowledge base to help scale the business
- Having the capabilities to expand the relationship across various regions/dioceses



“The future for us is that we see really taking the outsourcing model and deploying it 100% throughout the entire organization. We now are able to go more aggressively after new business opportunities, not having to build out a model.”

ROBERT SEELIG
CEO, Catholic Funeral & Cemetery Services

[WATCH THE VIDEO](#)





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Raba Kistner

An unsustainable situation becomes an opportunity for IT transformation

When Raba Kistner's network manager Scott Ripper found himself to be a one-man IT department that needed to support more than 500 people, he and the management team saw an opportunity to reassess the organization's needs and bring in new resources.

Founded in 1968, Raba Kistner is a San Antonio, Texas-based engineering consulting and program management firm. The firm was already working with RSM US LLP for its tax and audit services when it realized it needed a better way for IT to support the business.

[READ THE FULL CASE STUDY](#)

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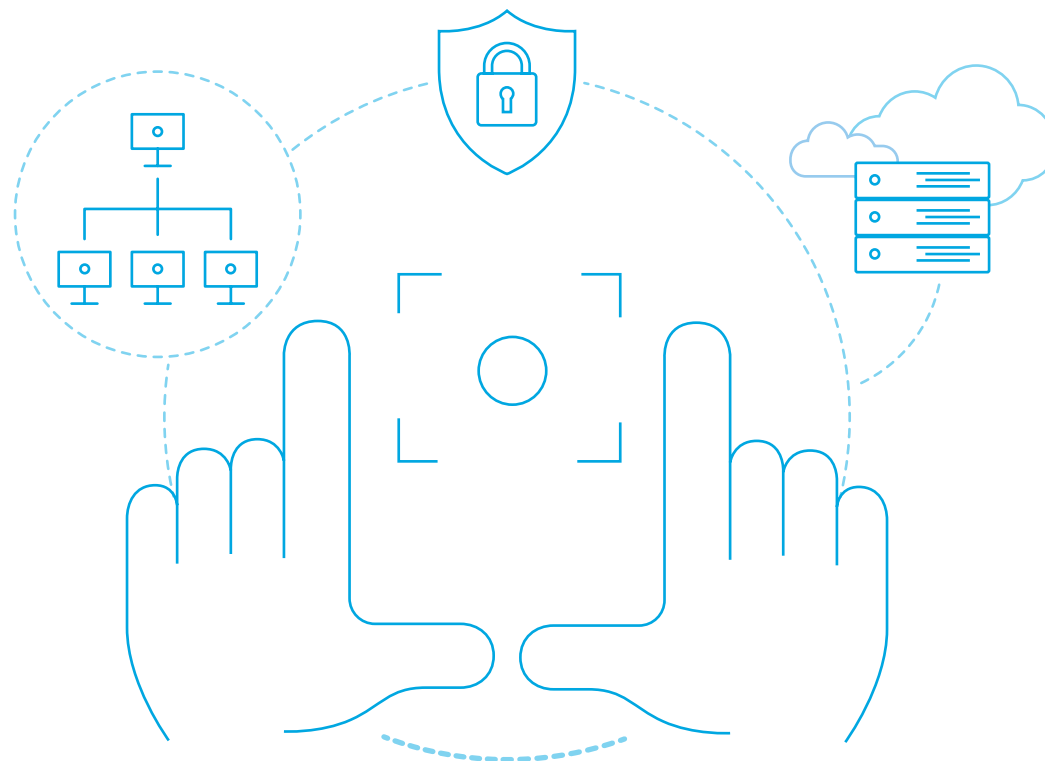
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Initially, the RSM managed services team provided an interim chief information officer. Then, they created a detailed roadmap that spelled out what needed to be done to get the firm's IT department ready to support the business into the future:

- Overhauling the company's network
- Enhancing cybersecurity
- Moving all servers to the cloud

Not only did the transformation go smoothly, but it finished ahead of schedule. "The time frame to move the data—about 13 or 14 terabytes—was going to be 16 weeks," says Ripper. "We did it in a month."



“Previously, it was just us trying to find the fix via the web. So, to have a large group of professionals say, ‘Hey, we’re proficient in that field’ and to help us solve the problem has been a godsend.”

SCOTT RIPPER
Network Manager, Raba Kistner



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The Shadowserver Foundation

Securing the organization's future with finance and accounting outsourcing

“I wanted an organization that could bring in people as necessary—experts that could deal with the exact problems that I was having. This was not a new thing for RSM, and that gave me confidence moving forward.”

RICHARD PERLOTTO
Director, The Shadowserver Foundation

[READ THE FULL CASE STUDY](#)

THE COMPANY

The Shadowserver Foundation is a nonprofit security organization that works altruistically behind the scenes to make the Internet more secure for everyone.

THE CHALLENGE

Manual financial and tax processes

A single person responsible for financial reporting

Accounting firm inaccuracies

Loss of 501(c)(3) status

THE SOLUTION

New back-office framework established

Outsourced finance and accounting team

THE RESULTS

501(c)(3) status restored

Automated transaction processing, financial reporting, month-end close, financial planning and analysis

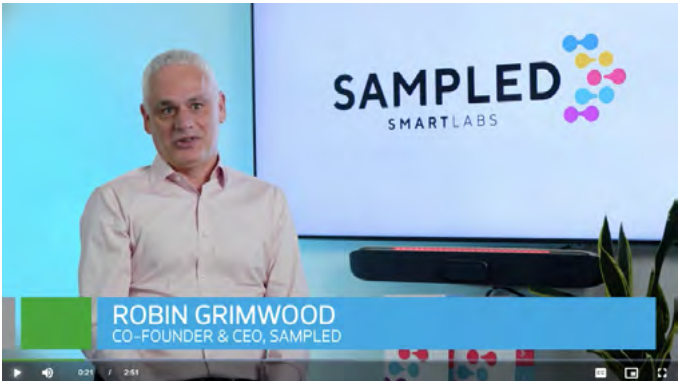
No longer reliant on just one person for financial reporting

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Sampled

Focus on the science; outsource the rest



WATCH FULL VIDEO

THE COMPANY

Sampled is a next-generation laboratory with "SMART Lab" services to store, manage, analyze, research and transport biological materials, offering partners a seamless solution for all research samples.

THE CHALLENGE

As a carve-out, there was no existing supporting infrastructure

THE SOLUTION

Outsource everything outside the core business

THE RESULTS

Able to set up needed systems, processes and services quickly

Now outsourcing financial accounting, tax, due diligence and technical accounting services

“It’s going to be an important strategic relationship [with RSM]. We want to open up new laboratories. Having that partner with us will be important for a variety of different reasons: financial, inventory, supply chain—making sure we’re bringing good quality, compliant work to different groups around the world.”

SHAREEF NAHAS
Chief Scientific Officer, Sampled

Stick with your core business. Outsource the rest.

What many businesses discover is that trying to build an in-house team to manage their non-core functions is not only inefficient, but it's also a hindrance to growth. Working with RSM has allowed these organizations to build a deep well of resources, experience, personnel and technology rapidly. In addition, they have a trusted strategic partner to lean on as their businesses continue to expand.

For more information about how RSM can help you develop your outsourcing and managed services strategy, read our guide.

GET THE GUIDE

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