

PROCESS IMPROVEMENT CONSULTING

How data clarity *unlocked \$50,000* per month in hidden revenue.

How Brewster Consulting Group used **Process Improvement Consulting** — billing redesign, data architecture, and automation — to recover \$600K in annual revenue for a healthcare IT MSP.

CLIENT

Healthcare IT
MSP

ENGAGEMENT

Billing Process
Redesign & Data

IMPACT

\$50K/month
Recovered

PRACTICE

Process Improvement
Consulting

● 01 — THE CHALLENGE

Four acquisitions. Four systems. *One tangled billing mess.*

A large managed services provider (MSP) in the healthcare IT space approached Brewster Consulting Group after forming a new services division through the acquisition of four separate companies. Each brought its own systems, reporting practices, and invoicing inconsistencies — creating a web of unreliable data, missed revenue, and compounding operational inefficiencies. Leadership knew they needed Process Improvement Consulting to untangle the complexity and design a system that would scale without leaking revenue.

WHERE THE REVENUE WAS DISAPPEARING

- 01 Misaligned metrics across four companies**
No two acquired businesses tracked the same KPIs or used consistent definitions, making meaningful reporting across the combined entity impossible.
- 02 Manual invoicing errors draining revenue**
Without automated billing checks, services were being delivered but never invoiced — leaving thousands of dollars on the table every month without anyone noticing.
- 03 Absence of unified data governance**
No shared data dictionary, no standardised terminology, and no single source of truth. Every team was working from a different version of reality.
- 04 Reporting that couldn't be trusted**
Inconsistent data inputs meant every report was potentially wrong — slowing decisions, eroding confidence, and putting at-risk client relationships at further risk.
- 05 Scale without structure**
The MSP had grown quickly through acquisitions but the underlying processes hadn't kept pace. Process Improvement Consulting was the only path to sustainable scale.

"Their billing process was a mess — Brewster's Process Improvement Consulting turned data chaos into a \$600,000 annual revenue recovery engine."

● 02 — OUR APPROACH

Process Improvement Consulting backed by the right architecture.

Brewster met with internal stakeholders to map current processes and surface the root causes of the billing failures. The engagement combined Process Improvement Consulting with a complete rebuild of the data architecture — using SQL Server, Alteryx, and Power BI to deliver clean data, automated workflows, and operational dashboards that leadership could actually trust.

WHAT THE ENGAGEMENT DELIVERED

→ Billing process mapping & redesign

End-to-end mapping of the invoicing workflow across all four acquired entities, identifying every gap where services were delivered but revenue was never captured.

→ Alteryx automation pipeline

Routine billing data prep and invoicing activities automated through Alteryx, eliminating 40+ hours of manual weekly labour and reducing human error to near zero.

→ Custom data dictionary

A company-wide glossary standardised key business terms and KPI definitions across all teams — creating the shared language that Process Improvement Consulting requires.

→ SQL Server data warehouse

Rebuilt the data architecture from scratch — consolidating four disparate systems into a single, reliable warehouse purpose-built for accurate billing and reporting.

→ Power BI operational dashboards

Custom dashboards gave managers real-time visibility into billing performance, service delivery metrics, and revenue trends — replacing guesswork with live data.

→ Data governance framework

Introduced enterprise-wide governance policies and data quality controls so the rebuilt system would stay clean, consistent, and trustworthy at scale.

PROCESS IMPROVEMENT CONSULTING

BILLING REDESIGN

DATA ARCHITECTURE

ALTERYX AUTOMATION

● 03 — RESULTS & IMPACT

\$600,000 in annual revenue — *recovered, not earned.*

The results of Brewster's Process Improvement Consulting engagement were immediate and transformative. What had been invisible — revenue lost to billing errors, hours lost to manual processes, and client trust eroded by data discrepancies — was now visible, measurable, and fixed. The MSP didn't just recover lost revenue; they built a system capable of protecting it.

\$50KMONTHLY REVENUE
RECOVERED**40+**HOURS SAVED
PER WEEK**\$600K**ANNUAL REVENUE
IMPACT

WHAT CHANGED FOR THE CLIENT

- ✓ **\$50,000 per month in previously unbilled revenue recovered**
Process Improvement Consulting surfaced reporting errors that had been silently costing the company thousands every single month — and built controls to prevent it recurring.
- ✓ **40+ hours of manual work eliminated every week**
Automated workflows through Alteryx freed finance and operations teams from repetitive data prep, giving them back capacity for strategic work that actually moves the business.
- ✓ **One unified data architecture across four companies**
SQL Server warehousing consolidated fragmented systems into a single, reliable source of truth — enabling accurate reporting, consistent KPIs, and trustworthy billing.
- ✓ **Client trust restored through data accuracy**
By eliminating the data discrepancies that were damaging client relationships, the MSP salvaged several at-risk accounts and reinforced its reputation for reliability.
- ✓ **A scalable foundation for future growth**
The combination of Process Improvement Consulting, automation, and governance gives the MSP the infrastructure to continue acquiring and integrating companies without repeating the same mistakes.

"Our organization was so thankful to work with Brewster Consulting Group. They transformed the way we present data to our clients in a way that sets us apart from competitors." — Director, Healthcare IT MSP

LET'S BUILD YOUR REVENUE RECOVERY ENGINE

Looking for Process Improvement Consulting that turns billing chaos into captured revenue?

Brewster Consulting Group helps healthcare IT providers, MSPs, and growing enterprises transform fragmented, error-prone processes into clean, automated revenue engines. Whether you've grown through acquisition or simply outgrown your current systems, our Process Improvement Consulting team delivers the architecture, governance, and automation that turns data chaos into measurable financial results.

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Three ways our Process Improvement Consulting services help

STAND UP

Rebuild billing, reporting, and data architecture from scratch — SQL, Alteryx, Power BI, and governance.

SCALE UP

Take fragmented post-acquisition systems and consolidate them into one clean, automated revenue engine.

TUNE UP

Audit existing processes and data flows to surface hidden revenue leaks and eliminate manual bottlenecks.