

Stride Services

Case Study

“Thank you to my VA, Guen. If we defined your job as ‘making my life better’ you’re absolutely succeeding.”

- Eric Page, CEO at Stride

Why Stride Chose Prialto

After partnering with new owners, Stride had ambitious goals to start offering data-driven solutions that would propel their clients' success. To do that, they needed to streamline their existing processes and improve productivity across their business. This drove them to seek out virtual assistant services.

Stride chose to work with Prialto because our managed service approach provides them with consistently high-quality service and the flexibility to offload additional processes as their company grows. In the first five months alone, they expanded from one to four virtual assistants as they discovered additional ways to leverage Prialto's support services.



500,000+ hours of support

Prialto has provided over 500,000 hours of admin, sales, and operations support to businesses like Stride. Over the years, we've honed best practices that enable us to offer efficient, knowledgeable, and cost-effective solutions to every client we work with.

About Stride

Stride is a mid-sized company that offers booking, accounting, HR compliance, and strategic advisory services to startups and SMBs. They're passionate about streamlining back-office processes so that their clients have more bandwidth to push their businesses forward.

Challenges

Stride sought our help with these challenges:

- Their leadership team was spending too much time on basic admin tasks
- Their bookkeeping process was tedious and taking their employees' time away from strategic accounting activities
- Onboarding/offboarding new clients in their systems was a time-intensive process that was slowing down employees



Keys to Success

- Stride frequently communicates with their VAs and Account Manager
- We've honed standardized processes that enable their VAs to provide consistently high-quality service
- Stride gradually expanded the services they offloaded, giving their assistants time to gain an in-depth understanding of their business.

Projects

- 01** **General Admin**
Stride's executive team saves time by offloading tedious tasks such as filing expense reports, formatting documents, scheduling meetings, and sorting mail.
- 02** **Bookkeeping Support**
Our virtual assistants have streamlined Stride's bookkeeping by creating journal entries and doing other basic tasks so their team can focus on higher-level accounting processes.
- 03** **HR and Payroll Support**
Stride's VAs track team KPIs, create client invoices, file employee expenses, and support other processes to let management focus activities that promote employee performance and satisfaction.
- 04** **Client Onboarding/Offboarding**
Stride's team is able to spend more time providing exemplary service to their clients by having their VAs input client information into their systems.

Results



Supported Company Growth

Prialto's productivity support has helped Stride achieve record quarterly growth.



Improved Executive Productivity

Stride's executives are able to focus on higher-value activities by offloading admin tasks to their assistants.



Streamlined Bookkeeping Processes

Stride's team has more time to focus on higher-level accounting activities since their assistants tackle tedious bookkeeping processes.



of employees we support
In the first five months of service, Stride grew from one VA to four and has further plans to expand their support.



of hours we save Stride/week
Every month, Stride's virtual assistants save them approximately 50 hours every week by completing the projects above and more.



% of successful projects
Thanks to the coaching and training Stride's virtual assistants were given early on, 100% of their work meets or exceed expectations.