Distribution (Texas)

How Task Papa came to manage over 70% of a Texas distributor's operational workload

A fast-growing distribution company in Texas was stalling under admin overload, slow quotes and bids, and disorganized accounts. It started with a dedicated executive assistant for the owner and added team members in phases. Task Papa now manages over 70% of the client's operational workload, across admin, sales coordination and finance.

The client's name is kept private.

Over 70%
of the client's operational workload managed by Task Papa

3
phases

4
roles, from executive assistant to accounts payable/receivable

The client

A fast-growing distribution company headquartered in Texas. Growth was stalling: time-consuming admin, delayed quote and bid coordination, and disorganized financial processes kept the business from keeping up with demand.

The challenge

Admin overload

The business owner was overwhelmed with daily emails, scheduling and routine follow-ups, leaving little room for planning.

Slow quotes and bids

The sales team faced delays generating and submitting quotes and bids, which meant missed opportunities and inconsistent customer engagement.

Disorganized finances

Accounts payable and receivable lacked structure, causing delayed payments, cash flow issues and reconciliation errors.

Rising overhead

Hiring, training and managing in-house staff was time-consuming and expensive.

What we did

Task Papa added support in three phases, as the client's needs grew.

Phase 1: Executive assistant

- A dedicated executive assistant for the business owner
- Daily email management
- Calendar coordination and scheduling
- General admin workflow
- The owner got hours back for business development and client engagement

Phase 2: Sales support

- A quote coordinator: preparing, tracking and submitting client quotes
- A bid coordinator: timely, well-documented bid submissions
- The case study reports faster turnaround, better communication with clients, more accurate proposals and higher conversion rates

Phase 3: Financial processes

- An accounts payable/receivable team member
- Invoice processing and payment tracking
- Reconciling records and managing vendor payments
- Timely collections and disbursements
- Better cash flow visibility and fewer accounting errors

Roles in this case: Executive Assistant · Quote Management · Bid Management · Accounts Payable/Receivable

Results

The case study reports:

- Task Papa manages over 70% of the client's operational workload, with end-to-end support across admin, sales coordination and finance.
- The client saved over 60% in staffing costs by eliminating the need for full-time local hires.
- Quote and bid turnaround got faster, and sales operations became more responsive.
- Payments, collections and reconciliations became more accurate.
- Additional team members were added as the business's needs grew.
- Faster decision-making, higher client satisfaction and retention, and consistent revenue growth.

> Our virtual team feels like a true extension of our business.
>
> Operations Head, Texas-Based Distribution Business

About Task Papa

Task Papa has placed dedicated, managed remote staff with small businesses since 2013. Team members work from our office in Mumbai, India, inside your own systems and on your time zone. Every client has a dedicated manager at no extra cost, and if a team member isn't the right fit, we replace them at no cost.

Since 2013	7.2 years	13 years	95%+	99.5%
managed remote staff	average client tenure	longest client relationship	client retention (clients with ongoing work)	infrastructure uptime

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