

OpenAir

Consulting Services

Improving business efficiency and productivity for Professional Services Organizations

Top Step has helped hundreds of organizations across the globe through our deep experience in professional services business process and our best-practice approach for deploying and managing OpenAir.



What Our Customers Say

“It is especially comforting to work with people whose deep knowledge of OpenAir comes from extensive real-world experience as users of the product—not just classroom training.” – **Collaborative**

“Top Step has a deep passion and enthusiasm to help businesses succeed. We are continuing to learn from the educational webinars and updates they provide.” – **Strata Information Group**

“Top Step’s deep expertise in both business process and the NetSuite OpenAir system was essential in helping us utilize the system based on our business process.” – **Globanet**

“Top Step definitely exceeded our expectations. They are an organization that cares about your success, and their goal is to teach and pass on knowledge so you can be an independent user.” – **Greeley**

Our Approach

We improve business efficiency and productivity for Professional Services business operations by focusing on industry best practices and helping you apply them to your unique business. We listen first—our business process workshops help us understand your business model very quickly, positioning us to provide insightful recommendations to align OpenAir to the needs of your organization and give you results beyond what you may have thought was possible.



Focus on Best Practices

We bring to every engagement:

- PS Industry best practices
- PS Business process expertise

Business Process Workshops

- Business centric approach using workshops to understand each customer's business model
- Recommendations provided for process improvement and business transformation
- PSA tool requirements are aligned to business needs

Implementation Management

- Transparent process allowing you to see the status of your project at every stage
- Partnering approach for joint deployment success
- Knowledge transfer to empower and educate your team to improve adoption and return on investment.

Our OpenAir Services

Our services are designed to help you at any stage of your OpenAir system lifecycle—whether you are just getting started, or need to optimize your existing system.

Business Efficiency Assessment

- Independent review by professional services automation experts with experience utilizing OpenAir features
- Best practice discussions and knowledge sharing
- Customized action plan with cost / benefit analysis for implementation
- OpenAir system recommendation that aligns with each customer's unique business model

OpenAir Implementation

- A proven implementation blueprint tailored to each customer's unique business needs
- Cross-functional discussions and touch point identification
- Knowledge transfer, best practice discussions, and user training to enable adoption and proficiency
- OpenAir system configuration aligning to business model and requirements

Integration and System Extension

- Proven integration methodology with experience integrating OpenAir with systems including: Salesforce.com, NetSuite ERP, Oracle Financial Management, QuickBooks, SAP, Microsoft Dynamics GP/Great Plains, Concur, Workday HR
- Utilize best of breed tools for integration with OpenAir; NetSuite OpenAirCONNECT, Dell Boomi AtomSphere® and Celigo integrator.io.
- Extension Marketplace with pre-built OpenAir system extensions ready for customization (as needed) for specific needs of each customer

Release Management

- Customized analysis of new features and how they should be implemented for your business
- Education and advisement on usage of new features
- Implement only the features which will benefit the needs of your business
- Realize the value of new NetSuite OpenAir features faster

Virtual Administration

- Support services with issue tracking
- Enhance vendor support for Tier 1 & 2 support.
- NetSuite OpenAir expert who understands the unique business model of each customer
- Proactive system audits and recommendations on version update features for new releases
- Personalized assistance with report creation and modification
- End user support for frequently asked questions

Our Team & What Sets Us Apart

We are the **only** Oracle Partner that is 100% focused on OpenAir. We know OpenAir inside and out—and are specialists in various OpenAir modules and reporting. Our track record speaks for itself with a nearly perfect customer satisfaction rate. The reason—we **care** about your success.

- Our background in PS management and tools allow us to understand the challenges and uniqueness of your PS business
- We empower and educate the PS community during engagements with us and also more broadly by:
 - Maintaining an extensive knowledge base of tips and best practices
 - Providing best practice learning and sharing opportunities through monthly online webinars
- We continually strive to be at the forefront of PS technology and best practices
- We practice what we preach
- We **care** about your success



About TOP STEP

Top Step improves business efficiency and productivity for Professional Services business operations. We help you achieve your profitability goals allowing you to focus on building your business. Our experts have extensive experience in professional services business operations, project management, and professional services automation with both local and global Professional Services organizations. We are proud to be awarded “Best of the Best” by SPI Research and have been ranked as one of the fastest growing companies by Consulting Magazine and Inc. 5000.

