

SuiteProjects Pro

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, managing, and optimizing SuiteProjects Pro.



What Our Customers Say

“It is especially comforting to work with people whose deep knowledge of SuiteProjects Pro 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 SuiteProjects Pro 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 SuiteProjects Pro 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 SuiteProjects Pro Services

Our services are designed to help you at any stage of your SuiteProjects Pro 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 SuiteProjects Pro features
- Best practice discussions and knowledge sharing
- Customized action plan with cost / benefit analysis for implementation
- SuiteProjects Pro system recommendation that aligns with each customer's unique business model

SuiteProjects Pro 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
- SuiteProjects Pro system configuration aligning to business model and requirements

SuiteProjects Pro Integration and Scripting

- Proven integration methodology and experience with integrating SuiteProjects Pro with your other business systems (CRM, ERP, HR, task management, etc)
- Using the powerful scripting engine available in NetSuite SuiteProjects Pro, we build upon the great features of your existing SuiteProjects Pro system with additional functionality to improve your PS operation, productivity, and processes.

OnDemand Advantage

Flexible managed support services plans to fit your unique needs. Regardless of the level you choose you receive responsive expert support, proactive maintenance, and new feature implementation.

- **Silver — Essential Support:** Perfect for businesses looking for reliable, on-demand expertise to maintain and enhance their SuiteProjects Pro system.
- **Gold — Enhanced Optimization:** Ideal for growing companies seeking more hands-on support and proactive system improvements.
- **Platinum — Strategic Partnership:** The ultimate package for businesses that view their SuiteProjects Pro system as a critical asset, requiring constant optimization and strategic guidance.

Our Team & What Sets Us Apart

We are the **only** Oracle Partner that is 100% focused on SuiteProjects Pro. We know SuiteProjects Pro inside and out. 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 that is freely available on our website and on YouTube
- 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 is a leader in optimizing business efficiency for Professional Services operations, dedicated to helping clients achieve their profitability goals while focusing on business growth. With extensive expertise in professional services business operations, professional services automation (PSA), and project management, Top Step has proudly served over 400 global organizations. Its commitment to excellence has earned recognition as “Best of the Best” by SPI Research and Oracle NetSuite for Exceptional SuiteProject Pro Product Expertise. Visit www.topstepllc.com to explore how Top Step can elevate your operational excellence.

