Your OpenAir Administrator Is Your "Go To" Person, Who Is Theirs?

Is your Administrator spending more time researching and learning OpenAir than providing the support you need?

The typical OpenAir Administrator has a dual role, learning the OpenAir system in-depth and supporting organizational requests, making it difficult to keep up with both activities. Top Step will fill the gaps as your go-to expert for OpenAir system administration needs. We work in coordination with your central administrator to ensure that your organization has the support it needs and is utilizing the OpenAir system in the best way possible to achieve your goals.

What is Virtual Administration?

- A tailored set of services to fill the gaps in your administrators' knowledge and availability
- Access to knowledgeable OpenAir experts who understand your business
- Hands-on updates to your system as needed
- Recommendations for fixes and improvements based on your unique business process and system configuration

How is it different from OpenAir Support?

NetSuite still provides product support. Virtual Administration from Top Step is a close partnership that starts with a detailed review of your system usage and key business processes. We then put a plan together with you that combines proactive services, administrative support, and periodic check-ins to discuss plans and progress.

Benefits of Virtual Administration

- Save time and frustration allowing your OpenAir Administrators to be more responsive

- Get a virtual OpenAir expert who understands your business

- Receive proactive system audits

- Experience improved usage of your OpenAir system

Our Process and What to Expect

Our Virtual Administration program is designed with flexible options to fit your needs. We begin with a detailed review of your system usage and business processes to create a plan that will meet your needs.

User Requests

- Call, email, or submit a request online
- Identify authorized requesters
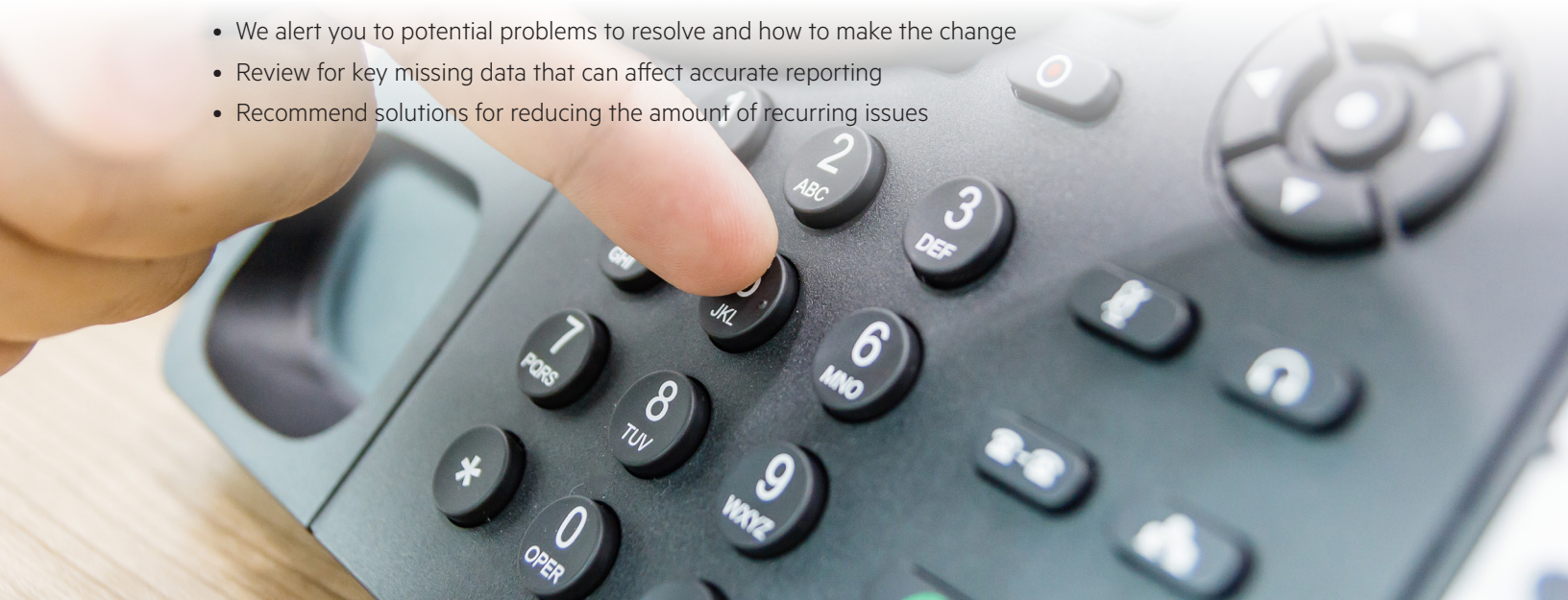- View the status of your requests online any time

Report Configuration

- Help users modify their existing reports
- Create new reports
- Provide pointers to help you gain confidence in your team's reporting knowledge

System Configuration Changes

- Identify the best way to support changing needs as your business grows
- Implement configuration changes as needed

Proactive System Audits To Ensure Data Accuracy and User Adoption

- OWe keep an eye on your OpenAir system and provide regular updates and recommendations
- We alert you to potential problems to resolve and how to make the change
- Review for key missing data that can affect accurate reporting
- Recommend solutions for reducing the amount of recurring issues

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.

topstepconsulting.com