Increase Productivity Of Your Business Operations With PSA Tool Selection Services

Are your homegrown tools and manual processes able to keep up with the demands of a growing and changing business? In today's world, investing in the right professional services automation software provides the benefits of industry best practices and decreases the costs of maintaining homegrown solutions and manual processes. TOP Step, a leader in PSA tool expertise, helps make the selection process painless.

We spend the time to fully understand your business, document your as-is and desired to-be processes to identify your specific tool requirements. By recommending a series of industry leading tools, TOP Step will take your team through an in-depth requirements ranking and evaluation to down-select relevant vendors until a final choice is made to best fit your specific business model.

Benefits of PSA Tool Selection Services

- ♦ **PSA tool selection based on your specific business model**

- ♦ **Proven evaluation guidelines and ranking criteria**

- ♦ **Expertise of PSA tools for improving business operations**

- ♦ **Decrease your maintenance costs of homegrown and manual process**

Tools, Operations, Processes...
Steps to business efficiency

PSA Tool Selection Process

Step 1: Business Process Modeling Workshop

First, we spend the time to fully understand your business by reviewing your current business model, your desired business model, problem areas, and expected growth areas. Results of this step will be a Business Process model identifying:

♦ High level process documentation (As-Is/To-Be)

♦ Ownership of processes

Step 2: Tool Requirement Definition

Next, TOP Step will work directly with process owners to identify detailed requirements such as reporting needs, data entry/access limitations, automation and notification, and functional requirements. Each requirement is evaluated for critical need, necessary, or nice-to-have to establish a weighing scheme. The Results:

♦ The Tool Requirements Matrix contains operational and tool requirements, organized by function for vender evaluation

♦ Project plan – project timeline and responsibilities of the project team.

Step 3: Vendor Selection

With our extensive experience in system decisions and deployments, TOP Step Consulting will perform research and analysis of available "Best of Breed" systems that support your business model and requirements. Along with your team

♦ Invite the agreed selection to Request for Proposal

♦ Down-Select to 2-3 vendors for competitive use case evaluation

♦ Prepare a final recommendations report highlighting the recommended vendor, implementation considerations, and suggested next steps.

STEPS to Business Efficiency

STEPS is a complete set of services designed to focus on 5 core steps towards maturing and creating business efficiencies in your PS Operations.

♦ **S**trategize
♦ **T**ools & Process Implementation
♦ **E**ducation and Training
♦ **P**erformance Tracking & Reporting
♦ **S**ystem Management

To learn more go to:
www.TOPStepConsulting.com/Services

About TOP Step Consulting

TOP Step Consulting 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 PS business operations, project management, and PS automation with both local and global Professional Services organizations.

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