



Netsuite OpenAir Virtual Administration

Your NetSuite OpenAir Administrator Is Your “Go To” Person, Who Is Theirs?

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

The typical NetSuite OpenAir Administrator has a dual role, learning the NetSuite OpenAir system in-depth and supporting organizational requests, making it difficult to keep up with both activities. This is where TOP Step Consulting steps in as your go-to expert for NetSuite 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 NetSuite OpenAir system in the best way possible to achieve your goals.



Benefits of Virtual Administration

- Save time and frustration allowing your NetSuite OpenAir Administrators to be more responsive
- Get a virtual NetSuite OpenAir expert who understands your business
- Receive proactive system audits
- Experience improved usage of your NetSuite OpenAir system

What is Virtual Administration?

- A tailored set of services to fill the gaps in your administrators' knowledge and availability
- Access to knowledgeable NetSuite 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 NetSuite OpenAir Support?

NetSuite still provides product support. Virtual Administration from TOP Step Consulting 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.



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

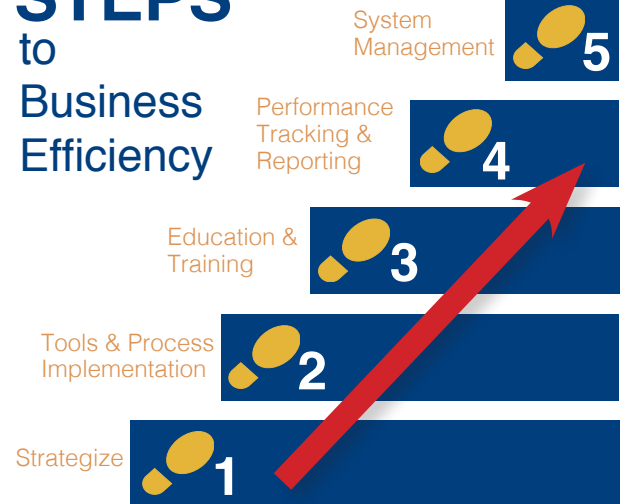
System Configuration Changes

- 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

- We keep an eye on your NetSuite 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

STEPS to Business Efficiency



STEPS is our comprehensive set of services focused on improving your professional services business efficiency and productivity.

About TOP Step Consulting LLC

TOP Step Consulting, LLC is a leading expert in professional services automation (PSA) that assists businesses with improving business efficiency and productivity to simplify their complex global operations. They provide advisory, implementation and virtual administration services to over 270 world-class professional services organizations worldwide. Their goal is to streamline operations, and help their customers achieve profitability goals that result in focused business growth.

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