



# FinancialForce PSA Virtual Administration

## Continue to Reap The Benefits Of Your FinancialForce PSA System As Your Business Changes and Grows

The role of a FinancialForce PSA Administrator is to support the needs of the users and the needs of your business as it changes and grows.

PSA Virtual Administration is for organizations that do not have the resources to support their users or time to stay up to date on what is new in the system to maintain and improve their system.

We understand no two professional services organizations operate the same. We begin with a detailed review of your FinancialForce PSA system usage and business processes to create a plan that will meet your specific needs.

We work in coordination with your central Salesforce administrator to ensure that your organization has the support it needs, and you are continuing to reap the rewards of your FinancialForce PSA system.



### Benefits of FinancialForce PSA Virtual Administration

- A tailored set of services to fill the gaps in your Salesforce administrators' knowledge and availability
- Access to knowledgeable FinancialForce PSA experts who understand your business
- Recommendations for improvements based on your unique business process and system configuration
- Implement updates and configuration changes as needed
- Proactive system audits to ensure data accuracy and user adoption
- Assistance with creating or modifying reports
- Coordination with your Salesforce administrator on FinancialForce PSA release features
- End user support for frequently asked questions

“ TOP Step Consulting freed us up to focus on what we do best and on achieving our goals. There is great value in a long-term business relationship like the one we have.”



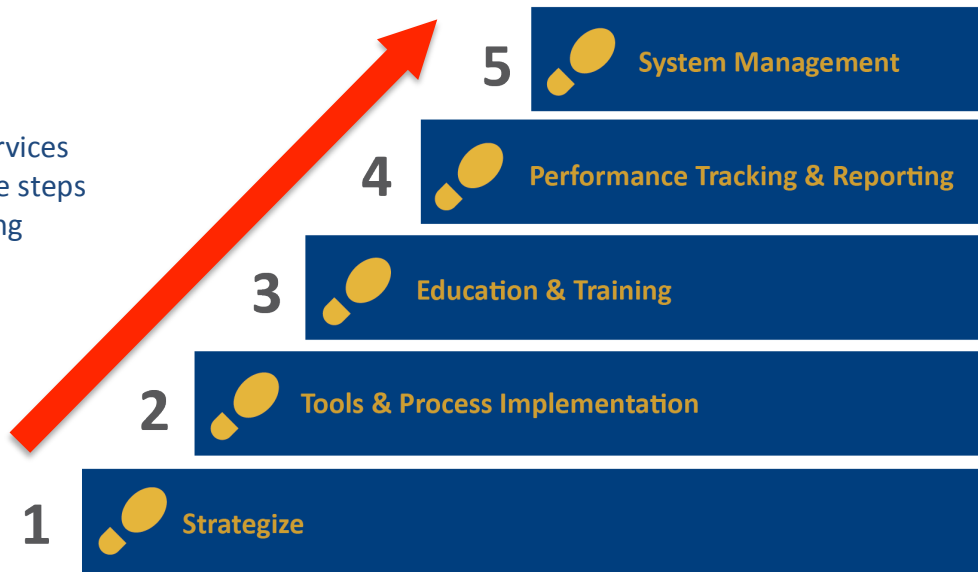
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## Tools, Operations, Process...

### Steps to Professional Services Efficiency

#### STEPS to Professional Services Efficiency

STEPS is a complete set of services designed to focus on five core steps towards maturing and creating business efficiencies in your Professional Services Business.



#### About TOP Step Consulting, LLC

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 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 for a sixth consecutive year and be ranked as one of the fastest growing private companies by Inc. 5000.

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