



Gain Insight Into Your Business Operations Model

Do you have the information you need to make decisions for operational improvements?

The STEPwise Business Operations Modeling Service provides Professional Services management with a foundation from which to review the business to make strategic and tactical decisions.

This service is recommended for executives and managers looking for an all-encompassing view of their organization in a concise documented format to begin more detailed efficiency assessments.



During this 1 week engagement, TOP Step will review the business processes and tools used to operate and measure the effectiveness of the professional services business with your team to document your business model, allowing you to take the next steps with confidence.

Benefits of STEPwise Business Operations Modeling Service

- ◆ **Documented Business Operations Model**
- ◆ **Ideal for constrained budgets but need insight into their operations**
- ◆ **A quick first step toward improving your business operations**
- ◆ **Provides you with factual information on which to base decisions**



The Process and What to Expect

This engagement is intended to provide you with information *quickly* so you can determine your next step.

Step 1: Business Process Workshop

We work with you at your location to capture how the business is currently managed and understand the improvements or changes you want to make. Our review will include:

- ◆ Operational business processes with ownership and overall flow
- ◆ Inputs/Outputs between processes
- ◆ Gaps where processes are not currently in place

Step 2: Report Preparation and Delivery

The final phase of the project is preparation and delivery of the findings and results to the key stakeholders. To minimize costs we do this off-site at our TOP Step offices.

- ◆ A draft report is delivered in order to receive feedback and validate any assumptions made.
- ◆ We will hold a review call with your key stakeholders to capture feedback.
- ◆ Feedback will be incorporated and the final document will be delivered to you with a follow-up call to discuss any next steps.

What is STEPwise?

STEPwise is a complete set of services designed to focus on 4 core steps towards maturing and creating business efficiencies in your PS Operations.

- ◆ Strategy
- ◆ Tools and Implementation
- ◆ Education
- ◆ Process Monitoring

To learn more go to:

www.topstepconsulting.com/answers

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.

TOP Step Consulting LLC
43627 Oleary Lane
South Riding, VA 20152

Phone: 703-999-4020
Fax: 703-955-3525
E-mail: info@topstepconsulting.com

© 2009 All Rights Reserved.