



Reduce Time, Cost, and Risk With OpenAir Release Management

OpenAir provides new features every 6 to 8 weeks. Do you have the time and manpower to understand what features you should implement?

New features and updates are a part of maturing and improving any software product. Software systems are developed based on the entire user population – not specific to your particular business needs.

TOP Step Consulting, a leading expert in PSA tools and PS Business Operations provides a *low cost, low risk solution* to ensure you implement only the features that will benefit your specific business model and be your OpenAir advocate for features and enhancements you need to support your business.



With your business process model and current OpenAir configuration in hand, we will review the newly released features and provide you with customized release recommendations for the features you should implement along with the benefits that can be realized.

Benefits of OpenAir Release Management

- ◆ **Be your personal advocate with OpenAir for specific feature needs**
- ◆ **Implement only the features which will benefit your business**
- ◆ **Save time in research and understanding of the new features**
- ◆ **Take advantage of new features faster**
- ◆ **Lower your OpenAir Administration costs**



The Process and What to Expect

As your **advocate and advisor** we use a process which manages the full lifecycle of both enhancement requests by your organization and the actual schedule of features released by OpenAir.

1. Advocate for Enhancements

- ◆ Your enhancement request is made via email or phone.
- ◆ The enhancement is entered under an enhancement tracking project within OpenAir (this could be the your OpenAir system or TOP Step's own system).
- ◆ Monthly meetings are held with OpenAir to review outstanding enhancements—we will be your advocate to help set priorities.

2. Release Review and Testing

- ◆ One week prior to a release, we will meet with OpenAir to identify which of your enhancements will be in the release.
- ◆ On the weekend of the release, we review the new features per the 'What's New' release notes to identify those matching your company's requested items and those that will benefit the usage of OpenAir by your company.

3. Customized Release Advisement

- ◆ We will provide a customized Configuration Change Recommendation Report within 1 week of the release to review with your administrators.
- ◆ This is also a good time to include other maintenance tasks. As your advisor we may also suggest corrections to custom fields, system usage features, and processes as identified due to business operation changes.
- ◆ Upon agreement of features and changes, an OpenAir Configuration Change email will be completed to notify your OpenAir end-users of new features and critical fixes.
- ◆ To close the loop, your remaining enhancement list is reviewed with your team for any reprioritization—and we begin the cycle again.

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.

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