

ICON

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Your trusted partner for seamless FinancialForce implementations.



Value-Add Service Offering: PSA Health Monitor and Health Check

PSA Health Monitor

Data integrity is crucial to the success of your business. Duplicate, missing, or incorrect information in your PSA records can impact your ability to accurately deliver, bill, and report on your projects. When multiple people in your organization create and edit project records, the opportunity for mistakes increases.

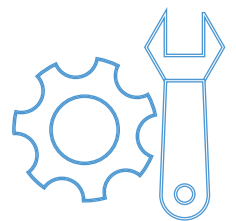
Icon wants you to have all the tools to succeed, so we created the Health Monitor to check critical data and meta-data elements in PSA, to detect potential issues before they impact your business. By insuring that your data is accurate at regular intervals, you can feel confident that your billing and reporting will also be accurate.

Is Your PSA Organization Healthy?

Data Quality Monitor Apex Job

The PSA Health Monitor is an Apex job that runs daily to monitor the data quality in your PSA system. It can report on the following issues:

- Duplicate Contact records, Resource record completeness
- Projects with timecards but no Project Manager
- Assignment Issues, Milestone Issues, Timecard Issues
- Scheduled Apex Jobs, Actuals Errors , App Log Maintenance, Level Six App Log Errors
- Many others, ask about your data needs



Upon discovering any of the above problems, the PSA Health Monitor sends a health report via email to a list of specified recipients.

Protect Your PSA Health

PSA Health Check

While the PSA Health Monitor can notify you of issues it encounters in day to day use, Icon's PSA Health Check can insure you are making the best use of implemented PSA features.

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The **PSA Health Check** has three components: a data quality and process compliance audit, a technical audit, and a best practices assessment. During these activities, Icon looks for gaps in your current implementation and usage, and recommends changes to fill the gaps.



For each identified gap we will evaluate if processes are being followed, and whether Training, Control, or setup issues exist. Finally, we will recommend changes to Process, Training, Controls, or Configuration based on our findings.

Who is Icon?

Icon is the Premier FinancialForce Implementation Partner. We focus exclusively on FinancialForce Products and have completed more projects than any other partner.

What services does Icon provide?

- Implementation of PSA and FFA solutions
- Upgrade Services
- Health Checks and Health Monitoring
- User and Administrator Training for PSA and FFA
- Professional Services Best Practices Consulting
- On-Demand Virtual Administration
- Apex and Visual Force Custom Development

Is Icon Right for Your Business?

- Are you new to Salesforce and want to implement FinancialForce PSA and/ or FFA, and want to start off on the right foot?
- Is your organization already experienced with SFDC and thinking of adding PSA and/ or FFA capabilities?
- Have you already implemented PSA and/ or FFA and want to see if you are getting the most out of your purchase?

If you answered yes to any of the above, then contact Icon for your FinancialForce implementation, health maintenance, and upgrade services.