

ICON

CLOUD CONSULTING

Your trusted partner for seamless FinancialForce implementations.



Value-Add Service Offering: PSA Upgrades, Support and Admin

Is Your PSA Organization Up to Date?

PSA Upgrade Service

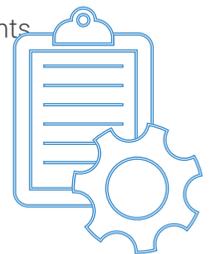
FinancialForce has 2 major releases annually, and multiple smaller releases over the course of the year. If you have been using PSA for some time now, but haven't had the opportunity to upgrade because you were concerned about impacting operations, you could be missing out on new functionality and improvements that would enhance your team's success.

As the Premier Implementation partner, Icon keeps current on the latest features and enhancements as they become available. We can help you understand the impact of changes on your org and guide you through the entire series of upgrades, while making sure that your internal processes are followed and appropriate testing takes place.

Take Advantage of New Functionality to Enhance Team Performance

Enhance your PSA Implementation

Once you have been upgraded to the latest version, Icon Consultants who are experts in Professional Services Best Practices, will assess your organization for opportunities to take advantage of the latest features, or even to implement some that you previously excluded.



Icon will help you determine which new features would be beneficial and define what configuration changes are required while ensuring the stability of your environment. In addition, we will provide training to your team to maximize adoption of the new features available

Expand Your Capabilities

PSA Support and Virtual Administration Services

In today's working world of operating lean and mean, sometimes your team needs additional ongoing support to complete your initiatives on your PSA org, while continuing to deliver to your own customers.

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Icon offers three levels of support services:

Ad- Hoc PSA Support

PSA Experts from the Icon team will respond to your requests as your needs arise.

Virtual PSA/ FFA/ SFDC Administrator

Your company's designated Icon consultant, or an available Icon team member is available to assist on regularly scheduled tasks, in addition to ongoing ad-hoc requests.

PSA/FFA/CRM Expert Configuration and Support

When you need ongoing enhancements in addition to day to day support, regularly scheduled time with your dedicated Icon consultant can give you piece of mind. 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.



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.