



rego consulting

Let Rego Be Your Guide

Managed Support

Industry-Leading Clarity Support. Unparalleled Customer Service.

Get the Support You Need to Manage Your Clarity Environment

We specialize in delivering world-class, responsive managed support for Clarity. Let our team guide you through three support levels, covering everything from administrative requests to technical tuning. No matter your size, you'll find the level of support you need with assigned support staff you'll know by name.



Focus on managing and delivering work. Let Rego handle the rest.

Over 200 Clarity experts communicate with each other daily to share solutions and insights.

Rego provides active Clarity support to over 100 companies.

Contact your Rego Account Manager today.

www.regoconsulting.com

info@regoconsulting.com

888.813.0444

Highly Responsive Support

Choose experienced, knowledgeable experts to manage your requests and exceed every previous support experience you've had.

Efficient Ticket and Enhancement Request Tracking



New Users. Data Points. Security. Functionality. System Performance. Based on our consultation, we'll use your internal system, support email, or Clarity work requests to track and manage your Clarity needs.

Monthly Support Reports



Accomplishments. Roadmaps. Release Schedules. Planned Communication. We'll meet two to four times a month to discuss ongoing support, and we'll review comprehensive support activities monthly.

With Rego Support, you'll know the four+ members of your support team by name. Each team member is a senior Clarity practitioner with excellent communication skills, who will happily join you onsite for key changes and relationship building.

PERFORMANCE TARGETS

LEVEL ONE

100%

of the requests we receive are resolved within one business day

LEVEL TWO & THREE

100%

of the requests we receive are acknowledged within three business hours

90%

of requests receive action plans within one business day

RELEASE SCHEDULES BASED ON YOUR PRIORITIES

*If you experience a system outage, we'll respond within 1 business hour.

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