

Managed Support Industry-Leading CA PPM Support. Unparalleled Customer Service.

Get the Support You Need to Manage Your CA PPM Environment

We specialize in delivering world-class, responsive managed support for CA PPM. 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.

Rego clients use multiple service levels for complete coverage.

Level One

For administrative requests and general support, like adding users, security changes, OBS changes, and simple user questions, you'll receive a named support lead and dedicated administrator.

Level Two & Three

For best practice functional consulting, custom reports, portlets, and processes, you'll receive a named strategic advisor who will customize your roadmap and release plans.

You'll also receive a named technical lead to collaborate with your strategic advisor on application upgrades, performance tuning, complex enhancements, application interface issues, and critical application support.

TURN OVER YOUR CA PPM SYSTEM WORK.

Over 130 CA PPM experts communicate with each other daily to share solutions and insights. Rego provides active CA PPM support to over 60 companies.

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 CA PPM work requests to track and manage your CA PPM needs.

Monthly Support Reports



Accomplishments. Roadmaps. Release Schedules. Planned Communication.

We'll meet 2-4 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 an experienced CA PPM user with excellent communication skills, who will happily join you on site for key changes and relationship building.

PERFORMANCE TARGETS

LEVEL ONE

100%

of the requests we receive are resolved within 1 business day

LEVEL TWO & THREE

100%

of the requests we receive are acknowledged within 3 business hours

90%

of requests receive action plans within 1 business day

RELEASE SCHEDULES BASED ON YOUR PRIORITIES

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

Tap into the knowledge behind hundreds of successful CA PPM implementations.
Ask for your proposal today!

regoconsulting

CA PPM Expertise On Demand



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