Support Managed Services

Ongoing, fixed-fee support that keeps your Clarity, Rally, or Planview environment stable and accurate as your teams use it every day.

Keeping your platform running?

- Are admin requests piling up?
- Is one person your only admin?
- Do failed jobs slow your teams?
- Do upgrades disrupt your users?

What you receive

- 25% to 100% FTE, fixed monthly fee
- 3-, 6-, or 12-month terms
- A prioritized request backlog
- Monthly request log and summary

What we cover

Platform upkeep

- Users, licenses, and security roles
- Org structure, calendars, and rates
- Scheduled jobs and process logs
- Project, resource, and financial data quality

User support

- Tier 1 and 2 troubleshooting
- Vendor ticket coordination for Tier 3
- Upgrade support and new feature adoption
- Minor enhancements to existing setup

Which level fits?	Support Managed Services	Strategic Managed Services
Best for	Day-to-day stability and accuracy	Platform changes as needs grow
Timing	Steady state after go-live	Rollouts, expansion, and redesigns

Why Virelli

Virelli works as an extension of your team, keeping your platform stable at a predictable monthly cost. Some client relationships span more than a decade.

20+ years
PPM and work management experience

1,000+
Implementations delivered

Need a steady hand on your platform?

Connect with an advisor

Virelli.inc | info@virelli.inc | (844) 794-5600

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