

Project support services

Get started

Included

Our base support package covers the core essentials to begin planning with Nialli Visual Planner. This option is included for all subscriptions and is suited towards smaller projects or teams already familiar with using Lean planning methods.

Includes:

- Initial license setup and configuration
- 30-minute overview session
- Access to Nialli online knowledge base
- Tech support via email or phone

Project enablement

Recommended for new users

\$1500 USD

Designed to ensure teams start strong and use Nialli effectively from day one. This package includes project and license setup, role-based training for project teams, and guided support during the first pull planning session to establish consistent, repeatable planning practices.

Includes:

- Initial license setup & configuration
- Project enablement for Admin users
(2x 1 hour sessions)
 - Hands-on project plan setup and configuration
 - User, role, and permission management
 - Running and maintaining pull plans in Nialli Visual Planner
 - Common pitfalls and how to avoid them
- Trade onboarding toolkit
(4x 30 minute sessions)
 - Guidance to support consistent, efficient onboarding of trade users
 - Ready-to-use training materials for trade orientation

- Reporting assistance
(1x 30 minute session)
 - Microsoft Power BI set up assistance
- Guided first pull planning session
(1x 1 hour session)
 - Remote participation in the first pull planning session with the full project team
 - Practical, in-session guidance to establish repeatable planning practices

Plus, ongoing support:

- Access to Nialli online knowledge base
- Tech support via email or phone
- Dedicated Customer Success Manager

Custom packages

Contact us

Are you interested in setting up training for your wider organization? Looking to schedule an in-person site visit? Need additional training hours? Nialli has flexible offerings to meet the needs of projects of all scopes and sizes. Reach out to us for a custom quote.

