

Qlik® Support Levels

| | | | Basic | Enterprise |
|------------------------|--|---|-------|------------|
| Core Support | | • Telephone support | • | • |
| | | • Self help resources, including portal | • | • |
| | | • Coverage | 8x5 | 24x7* |
| Qlik Proactive Support | | • Real time anomaly detection | | • |
| | | • Health check reports with machine log diagnostics | | • |
| | | • Proactive support and preventive advice | | • |
| Case Handling | | • Business critical SLA and priority case routing | | • |
| | | • Multi vendor triage and support | | • |
| Release Management | | • Release and upgrade advice | | • |
| DSE | | • Designated enterprise support engineer | | Add-On |

*For critical issues

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