

## Qlik® Support Services

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### World class, data-driven support

Qlik Support Services provides you with world class, data-driven support. Our goal is to ensure your success with Qlik by delivering the right level of expertise and coverage for your needs. Our customer-first mindset, along with our strong set of tools and processes, make us easy to work with and ensure you receive the highest levels of service. With our innovative data-driven approach, we have progressed from customer support that reacts to events after they occur to a proactive partnership that leverages our unique predictive support offering. This ensures continued optimal product performance and supports increased product use.





## About Qlik® Support Services

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### Ensure Qlik success

We help you maximize your investment in Qlik by offering the right expertise at the right place and at the right time.

- You can choose the appropriate level of support to fit your needs.
- We provide dedicated resources to answer any technical question you have.
- You can elect 24/7 coverage, letting you reach an expert at any time to quickly resolve any issue you are experiencing.



### Easy to work with

We ensure an optimal customer experience by providing customer-focused resources and processes.

- Our team of experts is committed to providing a solution to any issue as quickly as possible, and with the right attitude.
- Through Qoncierge, we offer one point of entry for all your non-technical, account-related questions.
- Our dispatch process provides users with rapid access to the right support engineer supported by a powerful portal, article library and knowledge base built on previous cases with constantly updated answers.

“Qlik is best in class for support time to resolve problems.”

*Wisdom of Crowds® Business Intelligence Market Study, 2015 Edition, Dresner Advisory Services, LLC*



### Innovative, data-driven support

We provide peace of mind through powerful proactive anomaly detection and give predictive advice to ensure optimal performance.

- We can anticipate potential issues, as well as provide proactive support and action, by continuously analyzing your environment using our unique and powerful proactive tool.
- With Proactive Support, we save you time and resources by providing you with Monitoring-as-a-Service (MaaS).
- You benefit from a true partnership where we proactively engage with you to address potential problems.

## Qlik® Support Services levels

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Qlik Support offerings and service levels have been developed by leveraging our long history and experience working with customers and understanding their needs. We offer service levels customized to meet your requirements so your support fits your exact situation.

### Basic Support

Basic Support is targeted at most standalone and single-server installations for non-business critical use. The following support services are included:

- **Telephone** support from our team of experts located in support centers around the world.
- **Self-help resources**, including a **portal** that provides access to a library of resources. This library allows you to get answers to your common questions, submit and track support requests, and access your license information. Also included: community, forums, webcasts, knowledge base and white papers.
- **Product updates**.
- **Coverage** during standard business hours.

### Enterprise Support

If you have a more complex or clustered environment, then Enterprise Support is recommended as it provides more timely support around the clock, as well as proactive support.

Enterprise Support includes all the services included in Basic Support, plus:

- **Extended coverage** up to 24 hours a day, seven days a week for critical issues.
- **Case handling** in accordance with business-critical SLAs, with priority routing to specialists or certified engineers, and engagement through TSANet, the world's largest multi-vendor support collaboration association, when we suspect interoperability issues with other third party software.
- **Release management** to provide advice on product release and upgrades based on an assessment of your environment.
- **Qlik Proactive Support**, a new and innovative service unique in the business intelligence industry, to anticipate potential issues and provide proactive support and action.



#### Qlik Proactive Support

Innovative service to anticipate your potential issues and provide predictive advice and action

- **Real-time anomaly detection** and live diagnostics
- **Health check reports** with machine log diagnostics for guidance and resolution, and optimization advice
- **Proactive support** and preventive advice

		 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

## Qlik® Support Resources

### Qoncierge

#### Your resource for all non-technical support

- License-related questions, portal access issues, download issues and general questions
- Available Monday–Friday, standard business hours (varies by region)

### Technical Product Support

#### Your resource for all technical support

- Installation, server administration, functions and API, performance optimization
- Availability dependent on support level and error severity (8x5 or 24x7)

### Customer Success Manager

#### Special success program for large enterprises

- Dedicated customer success manager closely partners with you to drive product adoption and satisfaction
- Measures results for continuous optimization of your journey with Qlik

For more information, visit [qlik.com/support](http://qlik.com/support).



#### Designated Support Engineer

Premium access to designated, senior-level expert

- **Customized support** for more tailored and faster responses
- **Personalized support** to handle and resolve issues
- **Fast-track process** to prioritize critical bugs