Qlik® Enterprise Support

World class, data-driven support

In today's fast-paced and ever-changing workplace, you can no longer afford to take a reactive approach to doing business. The same should be true for product support. What if you could get support that anticipates events before they occur so that you could take proactive action the right way, right away?

With Qlik Enterprise Support, our premium level of support, you get just that—and more. Qlik Enterprise Support provides enhanced support to ensure your success with Qlik, including a new and innovative data-driven predictive analytics tool unique in the business intelligence industry.

Enhanced support to ensure your success with Qlik

Qlik Enterprise Support includes the following services:

Qlik Proactive Support

Qlik Proactive Support is a new and innovative proactive analysis and support service. We can provide real-time detection of anomalies and live diagnostics, or offline analysis of machine logs. Additionally, we provide regular health check reports. And, we use this information to provide proactive support and preventive advice.

Case Handling

We handle cases in accordance with business-critical SLAs, with priority routing to specialists or certified engineers. We also engage through TSANet, the world's largest multi-vendor support collaboration association, when we suspect interoperability issues with other third party software.

Release Management

We provide advice on product releases and upgrades based on an assessment of your environment.

 "Qlik Proactive Support has been very valuable to HealthSouth. It does a good job of alerting us to potential issues before they affect our business. It's also helped reinforce the need for us to upgrade our hardware by sending us a series of utilization warnings. Qlik's responsiveness to any issues that arise is outstanding and the Support Engineers have been very knowledgeable and helpful."

- Darren Freeman, Director Business Intelligence/Data Warehousing, HealthSouth

24/7 Coverage

In addition to 24x7 coverage for Severity 1 issues (including handoffs between regionally based teams), we provide coverage 9 hours a day (regional business hours), 7 days a week for Severity 2 and 3 issues. We also provide support by phone and through self-service resources including the portal.

Qlik Support Portal

New, state-of-the-art portal to manage all your support needs:

- **Centralizes** all case communications which reduces time to resolution

- **Follows** the progress of your case in real time with Support Technician comments and case status

- **Manages** all your cases in one place

Access at **support.qlik.com**

Qlik Support Services levels

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	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

For more information, visit qlik.com/support.