

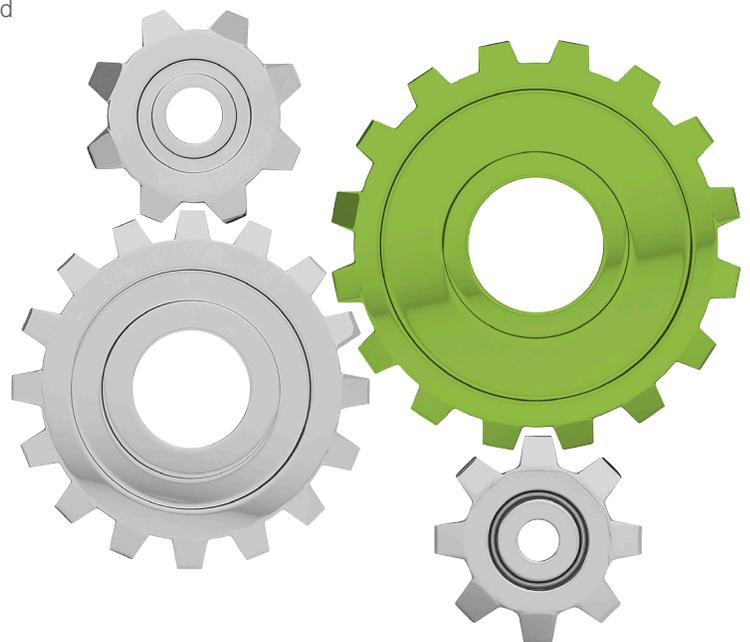


Qlik® Support Services

Supporting Your Data Discovery Experience

Qlik delivers self-services visualization and guided analytics, empowering users across your organization to more easily understand and make decisions about your business. Qlik Support Services are here to help you maximize your investment and streamline your business data discovery journey. Through a combination of traditional and community-based support services, free product upgrades, and on-line knowledge bases, you will have the answers and resources you need to troubleshoot any problems and keep your implementation running smoothly. With Support Services your organization can:

- Troubleshoot any product issues you are experiencing
- Learn best practices from your peers in other organizations around the world
- Stay up to date with the latest product advancements
- Receive enterprise-level support with our Premium and A La Carte support offerings



Why Qlik Support Services?

Support Services maximizes and protects your investment by ensuring your organization is using the product to its full potential. By using the Support Services you can:

- **Speed time to market:** access troubleshooting tips from our support engineers for quickly getting your organization up and running and tap into best practices.
- **Drive innovative decision making:** take advantage of the latest Qlik advancements and find new ways to use the product to improve business discovery across your company.
- **Build competency:** through on-line resources and available support experts, hone your skills to tackle new business discovery challenges.
- **Minimize downtime:** quickly resolve any issues that arise to ensure that the product is always available to meet your organization's Business Discovery needs.

About Qlik® Support Services

Support Services Components

Support Services offers several key components, all designed to help you quickly resolve any issues you are facing, and maximize your investment in Qlik.

Phone & Email Support

Support Services includes a team of experts located in support centers around the world. These support engineers are familiar with the common challenges organizations face when deploying our products, and are able to quickly diagnose and resolve any product-related issues you are facing. Standard support includes unlimited phone and email access to your local support team during standard business hours. Support is available in English, French, German, Swedish, Spanish and Japanese. Premium Support customers enjoy 24x7 access to support engineers for critical issues, and our newest offering provides a Designated Support Engineer who becomes a true partner in the implementation process.

Customer Portal

Licensed customers benefit from free, unlimited access to the rich Qlik Customer Portal. This portal is often the most efficient way to get answers to your common questions as it provides a comprehensive knowledge base containing answers to many common product questions and a library of how-to videos that cover common product and support topics. The site also allows you to submit and track support requests, and access your license information.

Qlik Product Updates

Customers on a Qlik support and maintenance contract automatically get access to the latest releases of the product via the download website. This includes major software releases, as well as service releases for key software updates or fixes. As a registered user you will be able to easily download and install updates to all your Qlik products at no additional charge.

Qlik® Support Services Offerings

Core Support Services Levels

Qlik Support Services are available in two levels: Standard Support and Premium Support. Standard Support is targeted at most standalone and single-server installations for non business-critical usage. If you have a more complex or clustered environment, or have Qlik supporting business-critical applications, then Premium Support is recommended as it provides more timely support around the clock.

	Standard Support	Premium Support
Unlimited phone, web, email support	X	X
Access to customer portal	X	X
Access to Qlik Community	X	X
Software updates	X	X
Standard business hour support (8am-5pm)	X	X
24x7 support		X
Escalation management for critical issues		X
Local language support	X	X
Service Level response		
Severity 1 issues	2 business hours	30 minutes Updates every 4 hours
Severity 2 issues	4 business hours	1 business hour Updates every business day
Severity 3 issues	1 business day	4 business hours Updates every 2 business days



Additional Support Offerings

In addition to the core Standard and Premium Support offerings, Qlik® Support Services offers two A La Carte options: a Designated Support Engineer and Extended Update Support.

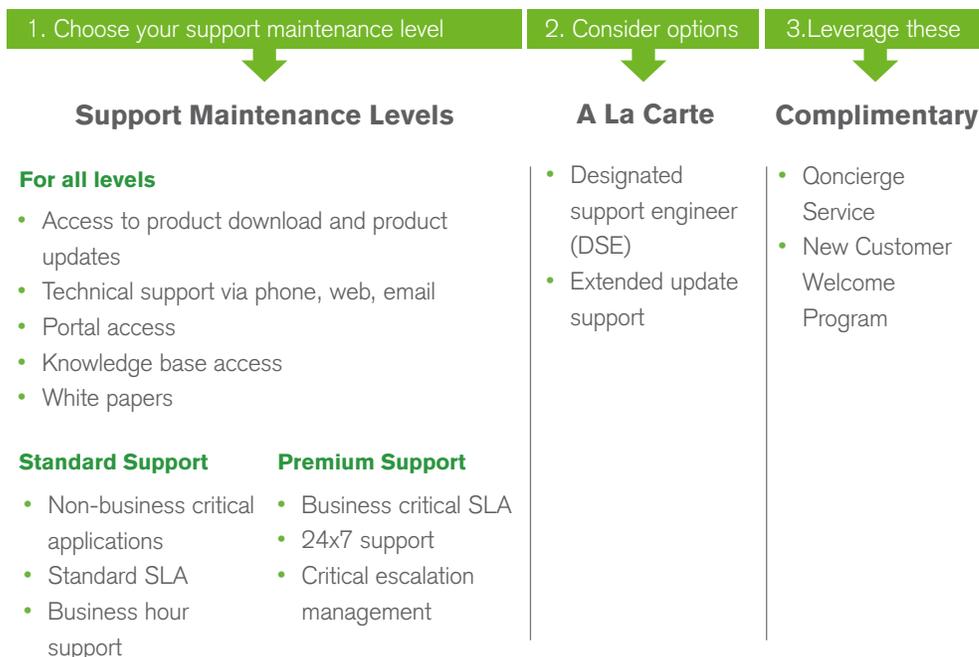
The Designated Support Engineer is an add-on to either Standard or Premium Support, providing direct access to a designated technical support expert. This engineer will become knowledgeable about your specific environment and will be able to provide more tailored and faster responses to any issues you face. This engineer will also have fast-track access to Qlik R&D to prioritize any critical software bugs. In addition to reactive support to any issues that arise, you will enjoy regular status calls and quarterly on-site visits and implementation reviews to proactively identify and address potential issues. This offering is ideal for large-scale enterprise deployments, or companies looking to develop a strong center of excellence around the product.

Qlik highly recommends that companies stay up to date with the latest versions of the product, both because of the key new capabilities introduced with each release, and because of the issue resolution and improvements that come with every major upgrade. Qlik provides support and software maintenance for all major releases of the software for 24 months after the date of the next major software release. Thus QlikView 10 will be fully supported for two years after the initial release of QlikView 11. This includes bug fixes, full technical support, and software enhancements.

For customers wishing to receive support and fixes to critical issues beyond that 24 month period, Qlik Support Services offers an Extended Update Support option. This option extends the technical support and critical bug fixing window for an additional 24 months.

Qlik Support services offers a range of options to meet your organizations needs.

Access the experts



For More Information About Support: Please visit qlik.com/support

For More Information About Training: Please visit qlik.com/training

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