

# All-Inclusive, Always On Strategic Services

Qlik® Signature Success



## INTRODUCTION

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You have a strategic vision to use data and analytics to make the kinds of discoveries that can transform your business. Given the size and complexity of your business, you'll face unique requirements in deploying this technology. But you'll also face some fundamental challenges. Finding the right resources to drive adoption. Improving data literacy to get the best insights. Drawing upon guidance and expertise to do more.



Qlik Signature Success simplifies your engagement with Qlik by delivering a personalized and prescriptive path to success with our experts by your side and aligned with your business priorities. It's the VIP experience your business deserves. We leverage the collective strengths of our customer success portfolio, providing exactly the right mix of services and resources when and where you need them. It's the best way to realize the full value of your investment in Qlik throughout the life of your deployments.

# Driving successful outcomes at every step of your journey

Because of your unique strategic vision, your company's journey will be like no other. What will help your team get up and running without getting stalled at the on-ramp or lost without a plan? How do you get access to the right kinds of expertise and guidance at different stages of your journey? And, as your own data strategy matures, how do you maximize your control over its destiny?

Qlik Signature Success helps you find your way through a personalized path to success with the right experts by your side in a VIP experience.



## Personalized path to success

- Empower your team with a personalized onboarding and training program
- Jointly develop a tailored success plan aligned with your business priorities
- Customize your engagement leveraging a flexible modular approach for service delivery



## Experts by your side

- Simplify your engagement with a Customer Success Manager who knows you
- Fast track your team with the best proactive technical guidance and leading practices
- Leverage an organization of highly skilled consultants to develop the best solutions for you



## VIP experience

- Benefit from our fastest level of technical support delivered by a special senior team
- Continuously improve performance with business reviews and proactive assessments
- Always innovate through exclusive insight into Qlik's product roadmap and access to leadership

# How it works

Qlik Signature Success delivers all-inclusive, always-on strategic services personalized for your needs along your unique journey with Qlik. We guide you in choosing the right combination of resources (people, knowledge, access) to get you the kind of help you need, when you need it, in the form that works best for you.





### The best advocacy by your side

A Customer Success Manager (CSM) sits at the center of your experience deploying Qlik. As you begin your journey, the CSM personally kicks off the onboarding process for you, ensuring that your teams have all the tools they need to get up and running the right way, right away.

The CSM works with your team to understand and define a data and analytics vision and strategy, and creates a success plan designed to measure key metrics and meet your business outcomes. The CSM conducts periodic business reviews to ensure your success plan continues to be aligned with your priorities. Their proactive assessments are designed to measure the adoption and traction of your Qlik solutions.



### A rich ecosystem of services

The CSM provides guidance that helps you get the right mix of services and resources for your unique needs at every stage of your journey with Qlik. Customized onboarding. The best forms of education for your teams to do their jobs better with Qlik. And giving them the fundamentals of data literacy: understanding, working with and communicating with data. Outcome services help hone the results you're getting through your data and analytics program.

Because each business is different, Qlik Signature success includes a bank of Qlik credits that can be flexibly leveraged to purchase the outcome-based consulting and education services most appropriate for where you are in your journey.

**Priority Technical Support**

Benefit from our fastest level of technical support delivered by a special senior team of experts:

-  Bypass traditional support process
-  24x7 coverage for critical issues
-  Priority escalation and resolution
-  Proactive recommendations



## Experts to serve your every need

As you move through your success plan, the CSM acts as your business advocate, facilitating access to experts and open communication with Qlik leadership and R&D.

Customer Success Engineers (CSEs). Your technical advocates and mentors, focused on understanding your ecosystem and proactively contributing to raising your technical Qlik expertise, mitigating risk and coaching you towards self-sufficiency.

Senior Support Engineers. Dispatched as a special team to resolve any issues that arise, delivering our fastest response time of 15 minutes for severity 1 issues (production down), with service around the clock.

Qlik Consulting Team. Use your credits not only for education but also to engage Qlik Consulting to perform specific deployment and development work for you. Leveraging a deep portfolio of outcome-based technical and business services, the team maximizes the value of your Qlik investment.

R&D and Senior Leadership. As part of Signature Success, you get exclusive invitations to special events and closed door meetings where you can interact with Qlik leadership, stay up-to-date on our strategy, and provide input.

**For more information about Qlik Customer Success, please visit [qlik.com/services](https://qlik.com/services)**



## About Qlik

Qlik, with the addition of Talend, is the global leader in data integration, data quality, and analytics solutions. It's comprehensive cloud platform unifies data across cloud and hybrid environments, automates information pipelines and data-driven workflows and augments insights with AI. Qlik enables users to make data more available and actionable for better, faster business outcomes. With more than 40,000 active customers in over 100 countries, Qlik is committed to providing powerful data solutions to meet the evolving needs of organizations worldwide.

[qlik.com](https://qlik.com)

