



Qlik[®] Consulting Services Product Terms

The Consulting Services Product offerings identified below are subject to and governed by these Consulting Services Product Terms (“Product Terms”) and any existing agreement between Qlik and the Customer which governs the provision of consulting services, or if none, the consulting services terms at www.qlik.com/license-terms (“Consulting Agreement”). In the event of any conflict between the Consulting Agreement and these Consulting Services Product Terms, these Consulting Services Product Terms will prevail.

1. Prepaid Consulting Services (Days)

1.1 Description. Prepaid Consulting Services refers to consulting services days that are paid in advance by Customer and delivered by providing the number of days set forth in an Order Form or as described in a Statement of Work (“SOW”). Prepaid Consulting Services rates are calculated based on the currency and location in which they are purchased. Prepaid Consulting days must be used within twelve months from the date of purchase and performed within the country of purchase.

2. Qlik Data Integration Services.

Implementation services for Qlik Replicate and Compose may be purchased on a time and materials basis up to the quantity of hours indicated on an order form or SOW.

2.1 Qlik Data Integration – Implementation Assistance (Sr. Principal Consultant) Consulting will be provided by a Senior Principal Consultant and may include the following assistance with implementation.

- Guide and assist with product installation and environment configuration
- Guide and assist with validation of customer requirements and verification of use cases
- Guide and assist with Implementation of use cases and discuss best practices
- Guide and assist with troubleshooting and task monitoring sessions

2.2 Qlik Data Integration – Implementation Assistance (Implementation Architect) The Implementation Architect may provide assistance the following assistance with implementation.

- Review use cases, strategy, goals, technical and business objectives, functional requirements
- Review non-functional requirements (e.g. performance, security, availability, disaster recovery) and advise on best practice
- Review overall enterprise architecture, advise on best practice for Attunity architecture
- Review and refine technical design
- Review current and future needs against product roadmap

2.3 Qlik Data Integration – Implementation Assistance (Technical Delivery Manager). The Implementation Architect may provide the following assistance with implementation.

- Definition of scope
- Identifying implementation activities
- Planning and scheduling implementation delivery
- Coordination of the required resources
- Overseeing of delivery against implementation milestones
- Single point of escalation during implementation phase

2.4 Gold Client – Implementation Assistance. Consulting will be provided on a time and materials basis up to the quantity of hours indicated and may include the following assistance with implementation:

- Assist with Software installation and implementation.
- Software framework configuration specific to the relevant SAP application version
- Custom table analysis and relevant Z table/custom framework configuration
- Transactional Data Sub-setting
 - Configure Framework for customer specific transactional data
 - Test extract of major Modules used by customer
- Data validation with process owners
- Provide a new client in a non-production system with production master and transactional data (for Customers with Gold Client for ERP, CRM, SRM, MDG, EM, GTS and TM only)

3. Qlik Data Catalyst

3.1 Qlik Data Catalyst (“QDC”) Quick Start & Best Practices Support. Quick Start is for customers new to Qlik Data Catalyst (standalone version) and includes assistance with standard software installation, one standard training session and up to 20 hours per month of Best Practices Support during the first four (4) months of the subscription term. Best Practices Support includes up to eighty (80) hours per month of scheduled access to the QDC support team for technical guidance, design support for business projects, QDC framework recommendations and other best practices. Unused hours expire monthly.

4. Qlik Data Integration Customer Success Manager (QDI CSM)

4.1. Qlik Data Integration CSM. A QDI CSM refers to a Qlik resource who works proactively with Customer as a business advocate and acts as the first point of contact for and QDI related issues within the Customer Success Organization (CSO). The CSM is responsible for working with Customer to create a joint Customer Success Plan (CSP) for their QDI product set. The CSP will outline the use cases, outcomes and key business values to be achieved, with corresponding success metrics. The CSM will be available during local business hours for a maximum of 8 hours per day on average for up to 24 days per annum. If this number of days have not been consumed in any given year, they cannot be rolled over in to the subsequent year CSM activities may include the following:

- Facilitate regular touch points and quarterly health checks with Qlik's team of world-class experts to explore how Customer can leverage Qlik solutions to drive innovation
- Create a CSP outlining the use cases, outcomes and key business value to be achieved, with corresponding success metrics
- Coordinate CSO services consumption in line with your customers agreed success targets
- Assist in designing an end-to-end user journey by facilitating access to our onboarding, collaboration, -best practice and learning resources
- Provide a first point of contact to engage with other CSO teams to ensure that any issues that might arise are managed through to successful resolution.
- Provide notification of potential critical issues.
- Provide product roadmap updates and advocate for Customer needs in future roadmap planning

5. Qlik Data Integration Startup Services

5.1 QDI CDC Lite Startup Service:

Qlik will provide up to 2-days of enablement and 5 days of Consulting Services to assist the Customer with implementation of the Replicate product in the customer's environment. Services may include the following:

- Replicate enablement (up to 5 attendees)
- Architecture review/design
- Product Installation (non-prod)
- Replicate Configuration (One source endpoint, One target endpoint, No major transformations, Up to 50 tables/1 TB initial load)

5.2 QDI CDC Starter Service:

Qlik will provide up to 2-days of enablement and 12 days of Consulting Services to assist Customer with the implementation of the Replicate product in the customer's environment, as well as work to integrate it with existing systems. This also includes leading through environment migration all the way to production. Services may include the following:

- Replicate enablement (up to 5 attendees)
- Architecture review/design
- Product Installation (non-prod)
- Replicate Configuration (One source endpoint, One target endpoint, No major transformations, Up to 50 tables/1 TB initial load)
- Go-live planning, assistance and Hypercare
- Health Check

5.3 QDI Data Lake Starter Service:

Qlik will provide up to 4-days of enablement and 14 days of Consulting Services to assist Customer with the implementation of the Replicate and Compose for Data Lake products in the customer's environment, as well as work to integrate it with existing systems. This also includes leading through environment migration all the way to production. Services may include the following:

- Replicate enablement (up to 5 attendees)
- Compose enablement (up to 5 attendees)
- Architecture review/design
- Product Installation (non-prod)
- Replicate Configuration (Up to 3 source endpoints, One target endpoint, Simple transformations)
- Compose for Data Lakes Configuration (Up to 20 calculations, up to 5 provisioning tasks, Data refreshed: >1h)
- Architecture and Installation Check-ins
- Go-live planning, assistance and Hypercare
- Health Check

5.4 QDI Data Warehouse Starter Service:

Qlik will provide up to 4-days of enablement and 20 days of Consulting Services to assist Customer with the implementation of the Replicate and Compose for Data Warehouse products in the customer's environment, as well as work to integrate it with existing systems. This also includes leading through environment migration all the way to production. Services may include the following:

- 2-day Replicate enablement (up to 5 attendees)
- 2-day Compose enablement (up to 5 attendees)
- Architecture review/design
- Product Installation (non-prod)
- Replicate Configuration (Up to 3 source endpoints, One target endpoint, Simple transformations)
- Compose for Data Warehouse Configuration (Up to 20 calculations, 1 data mart, 3 fact tables, 5 dimensions)
- Architecture and Installation Check-ins
- Go-live planning, assistance and Hypercare
- Health Check

6. Customer Success Engineer

6.1 Customer Success Engineer (CSE). A CSE refers to a Qlik resource, who serves as a designated point of contact for up to six (6) technical contacts designated by a customer for technical support. CSE are available to support either Qlik Data Integration Products (QDI) OR Qlik Data Analytics products (QDA). CSE services are available only to customers who are current on their support or subscription obligations. CSE activities may include the following:

- Direct access to a CSE with knowledge of Customer's environment and priorities
- Act as a subject matter expert on future technologies and new deployments
- Notification to Customer of potential critical issues
- Participates in discussions regarding plans for future deployments of Qlik software
- Provide In-depth product expertise insure rapid access to relevant content
- Act as the "how to" product champion and owner of the customers technical plan
- Quarterly service reviews to meet Customer's goals and objectives
- Periodic health check reviews to help proactively identify potential issues and stabilize IT infrastructure, including periodic case history review to identify trends and develop corrective actions as needed
- Deliver specialized technical knowledge, advanced troubleshooting and coordination with additional Qlik resources, if needed, to facilitate problem resolution
- Serves as a main point of contact for Qlik technical support throughout a case lifecycle and tracks the status of each active Customer case and assists in resolution of cases

6.2 Named and Assigned CSEs. Two CSE options are available. A "Named CSE" is available during regional business hours for up to 36 business days annually. In the event a CSE is on leave or support is needed outside of regional business hours, inquiries will be directed to support specialists. An "Assigned CSE" is available during regional business hours for up to 120 business days annually. In the event a CSE is on leave or support is needed outside of regional business hours, inquiries will be directed to support specialists.

6.3 Supplemental Service. CSE services are intended to supplement and enhance Support Services and are not available on a stand-alone basis. CSE Services are offered for a twelve (12) month period, provided however, that the CSE Services shall automatically terminate in the event that Support Services (or subscription) are not renewed by the Customer or are otherwise terminated.

7. Qlik Insight Bot

7.1 Qlik Insight Bot ("QIB") Installation and Application Prep. Qlik will review one (1) Qlik Sense application to assess business use case inclusion of QIB and assist with the following areas: i) installation and configuration of QIB, ii) the integration of QIB with one (1) messaging platform, and iii) the preparation and deployment of QIB on the designated Qlik Sense application. The scope of results from queries will be limited to a maximum of five (5) dimensions and five (5) metrics. This assistance shall in no event exceed sixty-four (64) hours of Consulting Services.

7.2 QIB Implementation for Subscription. Qlik will provide the "Installation and Application Prep" Consulting Services described above and further assistance: i) validating the QIB admin console is accessible by Customer, ii) onboarding and providing QIB access for up to twenty (20) users, iii) creating up to five (5) custom rules using the QIB rules engine, iv) providing one (1) user training session up to two (2) hours to assist with end user enablement, v) creating an end user training script for one (1) Qlik Sense application which includes QIB commands and simple questions as may be mutually agreed, and vi) providing user enablement for managing the overall QIB instance and the creation of technical documentation covering performance monitoring, administration and the rules engine. Qlik's assistance with these tasks shall in no event exceed one-hundred twelve (112) hours of Consulting Services.

8. QlikView Inventory Migration Assessment

8.1 Description. The QlikView Inventory and Migration Assessment is focused on understanding the existing QlikView applications to provide tailored guidance on how to derive the most value from their Qlik investment. Qlik Consulting will identify applications that should be retired, converted or left on QlikView and the level of effort required to effect these changes. It will include the following;

- a) A review of current QlikView applications focusing on adoption, complexity and fit for Qlik Sense.
- b) Identification of QlikView to Sense conversion candidates and level of effort to complete the conversions
- c) Conversion of up to two QlikView applications to demonstrate and validate the conversion process Documentation that summarizes the completed actions, conversion targets, estimates and details on the two QlikView applications that were converted.

8.2 Deliverables. In return the customer can expect to receive the following:

- a) Setup of Qlik-Info Exporter utility and analysis application.
- b) Setup of Qlik Sense Enterprise proof of concept environment (single node, basic authentication) to conduct application conversion activities.
- c) Conversion of up to 2 basic QlikView application. (A "basic" application is one that leverages out of the box Qlik Sense visualizations and functionality).
- d) Includes out of the box Qlik Sense visualizations and functionality
- e) QlikView to Qlik Sense Migration Assessment recommendation documentation.
- f) "Standard QlikView Inventory and Migration Assessment Review" includes the conversion estimate for up to 50 QlikView applications.
- g) "Enterprise QlikView Inventory and Migration Assessment Review" includes the conversion estimate for up to 90 QlikView applications.

8.3 Customer Obligations. Delivery or completion of the services is subject to Customer's obligation to meet the following requirements.

- a) The services will only be conducted on the following Qlik Software versions: QlikView 11.20 or later (all apps must use capabilities supported in 11.2 or later) and Qlik Sense no older than one release back from the currently available version
- b) The ability to run the Qlik-Info Exporter.exe utility to scan the client's QVW library.
 - I. QlikView Desktop is required to run the Qlik-Info Exporter utility.
 - II. Sufficient RAM to open the largest application being scanned is also required for the info exporter to successfully run if field data needs to be pulled in the extract (the utility provides the option to open the apps without data so it can be run locally on smaller computers. This means the Info Exporter will not pull field data from the application.)
- c) System Access to the QlikView development, test and production platforms will be required to complete the assessment.
 - I. Access to the QlikView Management Console for all platforms will be required.
 - II. Remote desktop access to the QlikView servers is required.
 - III. Access to the QlikView Governance Dashboard (updated version) will be required
- d) Access to QlikView Desktop to review specific QlikView Applications
- e) Read access to QlikView Workbook application files (QVWs)
- f) A Qlik Sense environment that supports the QlikView conversion utility (also known as Dev Hub) will be required to complete the app conversion process included in the assessment offering. If a Qlik Sense environment already exists, this can be used for the conversion activities included in this offering.
 - I. The currently supported approach for accessing the QlikView conversion utility is via a Qlik Sense Enterprise on Windows deployment. For this activity, a single server environment is required with adequate RAM to load the two conversion targets and adequate CPU to handle the calculations required. This server can be virtual (cloud or on premise). Qlik Professional Services will provide the pre-installation checklist covers the pre-requisites for installation prior to the start of the engagement.
- g) QlikView Application Conversion Targets: the application(s) targeted for conversion as part of this assessment activity will be identified, agreed upon and documented during the kickoff phase of the project.
- h) Services not used within twelve (12) months of purchase shall be forfeited

9. General

9.1 Unless otherwise agreed in a Statement of Work, Customer is responsible for the following responsibilities with respect to any consulting services engagements.

- a. Customer shall appoint a representative as the project manager (the "Project Manager") who shall be responsible for working and liaising with Qlik for the timely provision of the Consulting Services.
- b. Customer acknowledges and agrees that for any Consulting Services to be held at Customer's location, Customer shall provide safe access to premises necessary to enable the timely performance of the Consulting Services herein. Additionally, Customer shall at all times furnish Qlik with all facilities and equipment reasonably necessary to enable Qlik to provide the Consulting Services at Customer's premises. Customer shall provide an operating environment for Consulting Services in accordance with Qlik's reasonable specifications. Client will provide, install, operate, deploy and maintain all hardware computing environments required to support any tasks identified by Qlik.
- c. Customer is responsible for making the necessary internal arrangements within Customer's organization and at its sites in order to allow Qlik to carry out the Consulting Services without interference. Client will have connectivity and accessibility to data sources, ample security clearance for data access and/or network access as appropriate.
- d. Customer (and its personnel) shall reasonably cooperate with Qlik in the performance of the Consulting Services and shall provide Qlik with the information, feedback, instructions, authorizations necessary to enable the timely performance of the Consulting Services. Customer shall be responsible for the completeness and accuracy of all information, data and materials provided by Customer or its authorized representatives to Qlik.
- e. Pursuant to data minimization practices under GDPR and other relevant privacy rules, Customer is recommended to provide Qlik with dummy data only, not containing personal or other sensitive data content of the Customer. Unless Consulting Services are to be performed on Customer infrastructure only, Customer is prohibited from giving or providing access to any Customer personal data to Qlik.
- f. Client will plan, perform and execute any end user testing, production end user client installation, production support and other post deployment related tasks unless otherwise agreed in writing.
- g. Customer acknowledges that any timeframes set forth in an Order Form or SOW are estimates only of the amount of time required by Qlik for the provision of the Consulting Services, and that time shall not be of the essence.
- h. Customer shall use all reasonable efforts to avoid and reduce damages and, in particular, to make back-up copies of data on a regular basis and to carry out security checks for the purpose of defending against or detecting viruses and other disruptive programs within Customer's IT systems.

9.2 Expenses. Unless otherwise set forth in an Order Form or SOW, fees for Consulting Services do not include expenses. Customer shall reimburse Qlik for actual, necessary and reasonable travel, living and other expenses incurred by Qlik. Qlik shall be responsible for providing Customer with copies of receipts for any expense in an amount equal to or greater than twenty-five US dollars or its equivalent (\$25.00) for verification purposes.

9.3 Expiration. All prepaid Consulting Service offerings above are: i) non-transferable and may only be used by the customer that purchased the Consulting Services; ii) applicable to labor hours only and not for travel and expenses; iii) usable only in the country of purchase, and (iv) required to be scheduled for contiguous business days Any unused prepaid Consulting Services days or hours shall expire and shall be forfeited: (i) at the end of the Consulting Services term as identified in the applicable Order Form or SOW; (ii) upon termination by Customer for any reason; or (iii) upon termination by Qlik for Customer's breach of the Agreement. If no term is identified in an Order Form or SOW, the prepaid Consulting Services will expire twelve (12) months from the date the order is placed.

9.4 Location; Rescheduling and Cancellation. Consulting Services may be provided at the facilities of Qlik or its contractors, or at Customer's facilities. Any cancellation or rescheduling of any on-site Consulting Services (*i.e.*, at Customer's facilities) requires at least ten (10) business days' written notice prior to the date of the scheduled Consulting Services. No refunds or credits of any Consulting Services will be given for any cancellation made less than ten (10) business days prior to the scheduled Consulting Services start date. Customer will also be responsible for any non-refundable or non-cancellable expenses incurred or committed to by Qlik, including air travel, if any on-site Consulting Services are rescheduled or cancelled with less than ten (10) business days' notice. Rescheduling of Consulting Services is subject to availability of Qlik personnel and Qlik makes no commitment or guarantee that any such rescheduling can be accommodated.