Proactive technical advocacy by your side

Qlik® Customer Success Engineer

Qlik Q

Ready to turn your data into remarkable outcomes with Qlik's data integration and analytics solutions? Empower your team with immediate access to the best, proactive technical expertise and guidance to get you on the fast track to success.

When you elect a Qlik Customer Success Engineer (CSE) for your business, you gain technical advocacy that stays by your side through your development cycle and works to ensure you get the most value out of our technology. These go-to-experts will work with you to understand your ecosystem and requirements, and leverage these insights, together with advanced technical know how to identify potential road blocks and preemptively mitigate issues. In addition, they will proactively engage with you and your team to share advice and best practices so that you can maximize the latest technology capabilities and advancements.

Your Technical Advocate

Customer Success Engineers (CSEs) are senior Qlik resources with in-depth Qlik product knowledge and tight ties into our engineering organization, with full visibility into the Qlik product roadmap. Rely on these experts to:

• Act as your main technical contact

CSEs are technically skilled and focused on understanding your needs and have the ability to explain Qlik technical concepts and solutions to a wide variety of audiences.

• Provide proactive advice

CSEs work to engage with your team in proactive ways, not just reactively, developing solution suggestions to meet your near and long-term desired outcomes.

• Deliver technical guidance

CSEs provide key technical guidance, assistance as well as troubleshooting, helping you get the most from your Qlik platform.

Our CSE Options

We offer two CSE options to empower your team with technical advocacy and drive your success with Qlik. All you need to do is choose the option that best suits your needs

	CSE — Dedicated access to experts providing technical guidance in alignment with your goals	Extended CSE — Dedicated access to experts providing technical guidance plus direct, hands-on assistance
Standard Technical Guidance	✓	✓
Standard Platform Reviews	✓	✓
Standard Qlik Workshops	✓	✓
Support Case Guidance & Assistance	✓	✓
Enhanced Platform & App Reviews	✓	✓
Advanced Qlik Workshops		✓
Enhanced Technical Guidance		✓
Installation, Configuration and Upgrades		✓

Not sure yet? Keep reading to learn more about what's included in our CSE and Extended CSE options.

CSE

Dedicated access to experts providing technical guidance in alignment with your goals

Standard Technical Guidance

Provides technical information and guidance:

- Aligned with your business and IT objectives as defined by you in agreed-upon success plan
- Addresses ad-hoc questions and issues as they arise
- Includes best practices, configuration and planning needs

Standard Platform Review

- Helps you understand the current state of your Qlik platform
- Provides prioritized recommendations and actions to close technical gaps and optimize your deployment using Qlik leading practices
- Typically completed two to three times per year

Standard Qlik Workshops

- Deliver brief, yet intensive educational programs for a small group of people
- Focused on techniques and skills necessary to succeed with the Qlik platform.
- Topics include: Building your first Qlik Sense App, QV to Qlik Sense Conversion overview, Qlik Sense for Beginners, etc.

Support Case Guidance and Assistance

- Provides case monitoring and escalation support
- Ensures that Qlik Support has the relevant information to understand business impact and resolve the case

Enhanced Platform and App Review

- Provides comprehensive assessments that go deeper than a standard review.
- Full diagnostic assessment of your Qlik environment and application(s)
- Feeds into a comprehensive action plan focused on bringing your platform and application(s) into alignment with Qlik leading practices

Extended CSE

Dedicated access to experts providing full hands-on assistance including deployments and upgrades

CSE +

Advanced Workshops

- Longer, more hands-on than the Standard Qlik Workshops
- Educate and enable your team on a wide variety of topics
- Provide comprehensive designs and recommendations to take your Qlik platform to the next level

Enhanced Technical Guidance

- Provides support for your internal governance processes (e.g. Architecture Review Board)
- Delivers face-to-face assistance

Installation, Configuration and Upgrades

- Ensures that Qlik technology is deployed using best practices, configured for optimal performance, and designed to scale in support of your future growth plans
- Delivers a comprehensive deployment plan developed in cooperation with your team
- Provides a summary document covering the as-configured Qlik platform

Get to the next level

Qlik Customer Success Engineer is one way we help you succeed in building your data-driven enterprise. Qlik Signature Success is another, complementing these services through a personalized path to success with the right experts by your side in a 'white glove' experience.

For more information on Qlik Customer Success, visit qlik.com/services

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About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Our cloud-based Qlik Active Intelligence Platform delivers end-to-end, real-time data integration and analytics cloud solutions to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik does business in more than 100 countries and serves over 38,000 active customers around the world.

qlik.com

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