



## Qlik Consulting Services Product Terms

The Consulting Product offerings identified below are subject to and governed by these Consulting Product Terms ("Product Terms") and the terms pertaining to consulting services in the Qlik User License Agreement ("QULA") located at [www.qlik.com/license-terms](http://www.qlik.com/license-terms) or when applicable, a separate consulting services agreement executed by Qlik and the customer ("Consulting Agreement"). In the event of any conflict between the QULA or Consulting Agreement and these Consulting Services Product Terms, these Product Terms will prevail. The Consulting Agreement and these Product Terms may be referred to collectively as the "Agreement."

### 1. Prepaid Consulting Services

**1.1 Description.** Prepaid Consulting Services refers to consulting services days that are paid for in advance by Customer and provided by Qlik as set forth in an Order Form or Statement of Work. Prepaid Consulting Services rates are calculated based on the currency and location in which they are purchased.

**1.2** Prepaid Consulting Services are: i) non-transferable and may only be used by the customer that purchased such Prepaid Consulting Services; ii) applicable to labor hours only and not for travel and expenses; and iii) usable only in the country of purchase.

**1.3** Any unused Prepaid Consulting Services 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.

### 2. Qlik Data Catalyst

**2.1 Qlik Data Catalyst ("QDC") Quick Start** is for new Data Catalyst customers 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.

**2.2 Best Practice Support.** Best Practice Support includes up to 40 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.

### 3. Qlik NPrinting

**3.1 Customer Success Bundle.** Customers who purchase the NPrinting Customer Success Bundle directly from Qlik may receive Consulting Services assistance for the installation and configuration of NPrinting on a single node and up to two (2) NPrinting Designer installations. Services must be used within six (6) months of purchase and scheduled for five (5) contiguous business days. Unused and expired Consulting Services shall be forfeited. NPrinting Consulting Services are offered on a one-time basis, irrespective of whether the bundle is purchased as an annual or multi-year subscription, or if the subscription is renewed.

**3.2 Description and Scope.** Qlik NPrinting Consulting Services assistance will generally focus on the following areas: i) project kickoff meeting and planning workshop, ii) installation and configuration of an NPrinting server and engine on a single node, iii) assistance with license activation and installing certificates to allow distribution of reports, and iv) assistance with configuration of users and SMTP server for email distribution of reports, and v) assistance with development and deployment of up to three report templates, distribution and scheduling. Configuration of on-demand functionality for Qlik Sense is in scope only if NTLM is used. Initial authentication for Qlik NPrinting will be configured using NTLM. Domain trusts, multiple domains, and cross-domain implementations are not supported. (For example, where Qlik NPrinting Server is deployed on one domain, the Windows user accounts mapped to Qlik NPrinting users cannot be domain accounts from a different domain for which the Qlik NPrinting Server is not a member.)

**3.3 Customer Obligations.** Delivery or completion of Consulting Services is subject to Customer's obligations as set forth below.

a. Qlik platform software (Qlik Sense or QlikView) must be installed, configured and ready for use in conjunction with NPrinting. Systems must meet minimum requirements described online in the Qlik NPrinting [Help Site](#). Qlik applications must be tested and ready on a production-ready data model.

b. Customer will have in place connectivity and accessibility to data sources, ample security clearance for data access and/or network access as appropriate, and available business and technology experts to ensure efficient use of time during the engagement. Customer will have ability and responsibility to verify that any data required for creation of reports, models and data warehouses exist in the identified source systems and staging tables if applicable.

c. Overall project coordination, progress, scope, status reporting are the responsibility of the Customer.

d. User directory for import and SMTP server details must be prepared and ready.

e. Customer will plan, perform and execute any end user testing, production end user client installation, end user training, production support and other post deployment related tasks.

## 4. General

**4.1** Unless otherwise agreed in a Statement of Work, Customer is responsible for the following for each engagement.

- 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. Customer shall use all reasonable efforts to anonymize any personal data provided to Qlik and shall provide access to such data only as necessary for Qlik's performance of the Consulting Services.
- 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.

**4.2 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.

**4.3 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.