



## 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](http://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 NPrinting

**4.1 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. 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.

**4.2 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.)

**4.3 Customer Obligations.** Delivery or completion of the 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.

## 5. Qlik Insight Bot

**5.1 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.

**5.2 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.

## 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 services are available only to customers who are subscribed at the Enterprise support level and 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 48 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. QlikView Inventory and Migration Assessment

**7.1 Description.** The QlikView Inventory and Migration Assessment is focused on understanding the existing QlikView applications as well as the underlying QlikView platform architecture to provide tailored guidance on how to derive the most value from a customer's investment in Qlik. Qlik will provide up to eighty (80) hours of assistance on the following:

- A review of current QlikView applications and the platform architecture, focusing on conversion compatibility and application complexity
- Identification of potential QlikView to Qlik Sense application conversion candidates and an indication of the level of effort required to implement the conversion
- Conversion of up to two QlikView applications to validate the recommendations and train the customer on the conversion process
- Summary documentation to support the recommendations.

**7.2 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 and Qlik Sense February 2019 Patch 4 or later.
- b. The updated QlikView Governance Dashboard will need to be deployed, configured and reloaded on the production environment. The ability to run Powershell scripts (QlikView-CLI and Qlik-CLI) will be required to complete the architecture scanning portion of the assessment.
- c. System Access to the QlikView development, test and production platforms will be required to complete the assessment, including i) access to the QlikView Management Console for all platforms; ii) remote desktop access to the servers; iii) access to the QlikView Governance Dashboard (updated version); iv) access to QlikView Desktop to review specific QlikView Applications; and v) read access to QlikView Workbook application files (\*.qvw).
- d. A Qlik Sense environment that supports the QlikView conversion utility (Dev Hub) will be required to complete the PoC conversion process as part of the assessment. If a Qlik Sense environment already exists, this can be used for the PoC Conversion. If a Qlik Sense Enterprise server environment does not exist, a Qlik Sense Desktop can be used. The primary limitation is that applications cannot be easily shared with other users to evaluate the migrated application(s). However, the end-to-end conversion process can be modeled using Qlik Sense Desktop and applications can be manually shared.
- e. Services not used within twelve (12) months of purchase shall be forfeited.

## 8. General

**8.1** 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.

**8.2 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.

**8.3 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.

**8.4 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.