

Proactive technical advocacy by your side

When it comes to delivering analytics, only the best outcomes will do for your business. And because time is always of the essence, your ability to maximize performance with minimal disruption is simply not negotiable.

When you elect a Qlik Customer Success Engineer (CSE) for your business, you empower your team with immediate access to the best, proactive technical expertise and guidance to get you on the fast track to success. You gain a technical advocate who stays by your side through your development cycle and works to ensure you get the most value out of our technology.

Customer Success Engineer

The CSE is a named, senior Qlik resource who acts as your main point of contact for all of your Qlik technical needs. This individual has in-depth Qlik product knowledge and tight ties into our engineering organization, with full visibility into the Qlik product roadmap.

The CSE is your go-to-expert who 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.

Provides proactive and governed advice

- Acts as trusted advisor on Qlik technology advancements and applications
- Develops solution suggestions to meet your desired requirements and outcomes
- Hosts quarterly reviews as well as interactive webinars and product forums

Acts as your main technical contact

- Focused on understanding your ecosystem and development milestones
- Advises on Qlik's product update roadmap so you can plan ahead
- Facilitates engagement with Qlik support and consulting organizations

Delivers advanced troubleshooting

- Performs proactive health checks reviews to address risk mitigation
- Advises on diagnosis and fixes for your issues
- Coordinates and tracks prioritization and resolution of support cases

For more information please contact your Qlik representative.



About Qlik

Qlik is on a mission to create a data-literate world, where everyone can use data to solve their most challenging problems. Only Qlik's end-to-end data management and analytics platform brings together all of an organization's data from any source, enabling people at any skill level to use their curiosity to uncover new insights. Companies use Qlik products to see more deeply into customer behavior, reinvent business processes, discover new revenue streams, and balance risk and reward. Qlik does business in more than 100 countries and serves over 48,000 customers around the world.

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