

Qlik® Support

Instant assurance.



You've taken the first step to empower your organization to see the whole story that lives within your data. But how do you ensure your success with Qlik with the right level of expertise and coverage for your needs? How do you make sure that any issues that arise are solved the right way, right away, with minimal impact to your business?

Qlik Support provides you with peace of mind through world class services and resources. Our customer-first mindset, along with our powerful self-service support portal, make us easy to work with and ensure you receive the highest levels of service.

Ensure your success with world-class support services

Find answers to your issues quickly through an innovative approach that delivers the following benefits:



Peace of mind

With the right expertise at the right place and time

- Centralized support through powerful self-service portal
- Direct routing to the right expertise to solve your issue
- Coverage up to 24/7 for critical issues



Easy to work with

With an experience that is self-guided and personalized

- Instant self-service support through the portal
- Guidance customized to each user and instance
- Flexible contact options based on your issue or preference



Proactive guidance

With a rich mix of resources and technology

- Wealth of expertise and best practices in smart knowledge library
- Enablement inside and outside the portal including monthly webinars
- Monitoring-as-a-Service unique in the BI industry

“Qlik Support’s quick response time and willingness to help get our issue taken care of which is the best “peace of mind” we could have.”

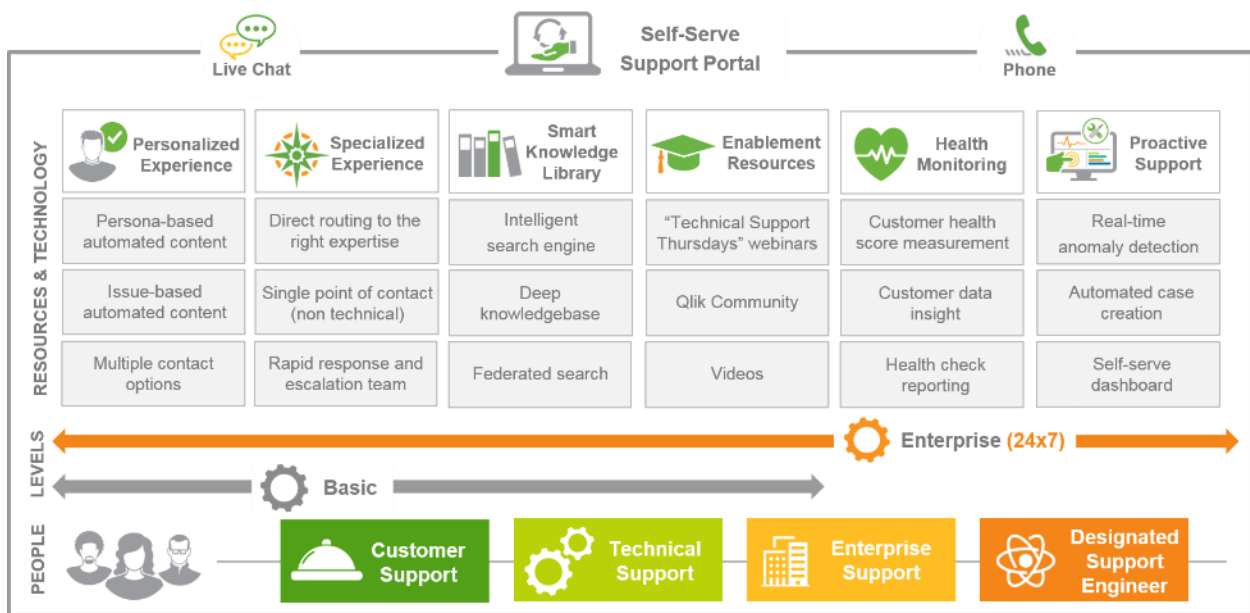
“Qlik support has a world-class group of people who are always willing and able to provide support or offer guidance when we need it.”

*Luciano Palacios, Analyst,
Dynamex*

Source: TechValidate. TVID: 2B1-648-68B

Support Ecosystem

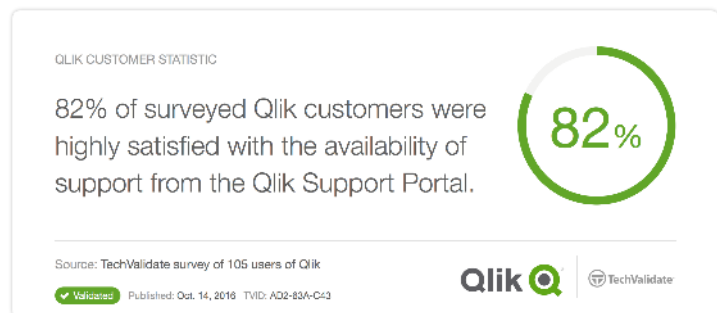
Our ecosystem combines a rich mix of resources, services and technology, all designed to provide a customer-centric experience that ensures your success with Qlik.



Support Portal

Our self-serve portal acts as central point for all of your support needs, with all resources available in one place.

It's easy to use: you get immediate access to the expertise you need to solve your issue. And our guidance is customized to your persona and instance.



Its search is powerful: you can quickly search for a solution to your issue across all available Qlik knowledge libraries, from the portal to Qlik Community and more. And we help you get answers to questions you may not be anticipating at the time by sending you supplemental information based on your area of expertise.

It has great content: we share articles, white papers, and webinars to help your real-time interactions, as well as proactively provide that knowledge to help others avoid issues and be successful.

For more information on Qlik Support Services, please visit qlik.com/support.