

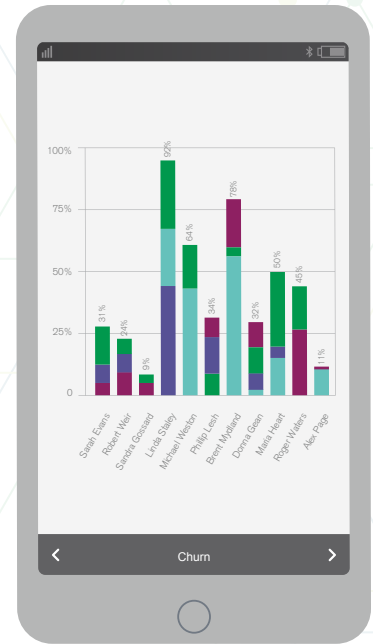
Instant Assurance

Qlik® Enterprise Support



INTRODUCTION

Your data integration and analytics initiatives with Qlik are mission-critical for your business. You want assurance that any issues that arise are solved the right way, right away, with minimal impact to your operations. At the same time, you want to empower your organization with the best technical expertise to get you on the fast track to success.



Qlik Enterprise Support is our new, unified support model that delivers instant assurance through enterprise-grade service for all of our customers. Get the help you need anywhere, anytime, fast, with support that is always-on. Ensure you receive the right expertise with the highest relevancy for your case, through a personalized support experience. Do more with Qlik and stay ahead of potential issues by leveraging our proactive guidance resources.

Delivering instant assurance, 24x7

We help you make the most of your Qlik experience with the best expertise available anywhere, anytime. Qlik Enterprise Support that delivers an engagement that is always-on, personalized to you, and proactive to your needs.



Always-on Services

- 24/7 coverage for critical issues to minimize downtime
- Instant self-service support to get answers fast and in the moment
- Real-time interactions with our experts available online



Personalized Experience

- Guided onboarding resources to help you get started with Qlik
- Content in our support portal customized by issue and persona
- Right expertise at the right time with direct routing to the best help



Proactive Guidance

- Wealth of best practices from articles, videos, webinars and more
- Technical advocacy resources you can elect as add-on service
- ‘Voice of the customer’ program to ensure your feedback drives action

“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

How it works

Qlik Enterprise Support combines a rich mix of resources and services to guide you all along your journey with us. Our powerful self-serve portal acts as central point for all of your support needs, with links to all resources available from one place.





Getting Started

Our onboarding process ensures that you have access to all the tools you need to get up and running the right way, right away. A dedicated site leads users on a guided journey through our rich mix of training and support resources.

> For more information visit help.qlik.com/onboarding



Getting Answers

You deserve the best answers to your questions, fast and in the moment. Instantly tap into the knowledge of our extensive Qlik Community of experts inside and outside of Qlik. Get answers at point of need and get quick access to a vast knowledgebase in our Qlik Support portal.

We'll even 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. Interact live with our experts right in the portal.

> Join our community at community.qlik.com



Getting Help

When you need help beyond what our community and knowledgebase can provide, you can easily submit a ticket on our support portal. Our ticket log process promptly guides you to the best expertise to address your issue, with customization to your persona and instance. Our optimized escalation process ensures that your issues are promptly addressed and resolved. If your issue is critical, you benefit from 24/7 coverage to minimize downtime. Throughout your journey with Qlik, you will always have access to the latest product updates.

> To submit a case visit support.qlik.com



Learning more

We're about more than just solving your issues today. We help you do more with Qlik by sharing a wealth of best practices through webinars, blogs and videos. Stay in the know - and stay ahead of any future needs or issues.

> To access all available resources visit support.qlik.com

Experts to Serve Your Every Need

Our experts are passionate about helping you solve your issues and unlock the maximum value from Qlik. Collaborate with tens of thousands of peer community members around the world to get answers to your questions. Tap into our customer care team to help address your non-technical issues – from login and ID to account information and access. Partner with a technical support staff that delivers skilled expertise closely aligned with Qlik R&D and designed to quickly resolve your cases.



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

CUSTOMER SUCCESS ENGINEER (CSE)

Empower your team with technical advocacy and mentorship by electing a CSE for your business:

- Provides proactive and governed advice
- Acts as your main technical contact
- Delivers advanced troubleshooting

The CSE is paid service and not included with Enterprise Support, please visit qlik.com/support for more information.



About Qlik

Qlik's vision is a data-literate world, one where everyone can use data to improve decision-making and solve their most challenging problems. Only Qlik offers end-to-end, real-time data integration and analytics solutions that help organizations access and transform all their data into value. Qlik helps companies lead with data 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 50,000 customers around the world.

qlik.com