

Qlik® Enterprise Support

Extra peace of mind with 24/7 support

When you upgrade to Qlik Enterprise Support, you will get that extra peace of mind that is so critical to your organization. You will have fast and direct access to our experts who will be available and ready to assist you 24 hours a day, 7 days a week, to resolve your issue with the highest level of efficiency and urgency. And you will also gain access to the following high-value resources and services:



Self-serve support portal

Central hub for all your support needs

- Get immediate access to the expertise you need to solve your issue
- Easily search our vast knowledge library to find a solution
- Receive automated content based on your persona and your issue



Case handling

Optimized case escalation service

- Get your case handled in accordance with business critical SLAs
- Benefit from priority case routing to specialists or certified engineers
- Receive third party vendor triage and support through TSANet



Qlik Proactive Support

Monitoring-as-a-Service

- Keep track of health, utilization and performance in near real-time
- Rely on proactive communication from us when anomalies arise
- Fully control all monitored metrics in self-service support portal

24x7

Follow-the Sun Support



- **Severity 1:** 24 hours a day, 7 days a week (including handoffs between regionally based teams)
- **Severity 2 & 3:** coverage 9 hours a day (regional business hours), 7 days a week

“Qlik Proactive Support has been very valuable to HealthSouth. It does a good job of alerting us to potential issues before they affect our business. It’s also helped reinforce the need for us to upgrade our hardware by sending us a series of utilization warnings. Qlik’s responsiveness to any issues that arise is outstanding and the Support Engineers have been very knowledgeable and helpful.” *Darren Freeman, Director Business Intelligence/Data Warehousing, HealthSouth*



Release management

Release and upgrade guidance

- Access product releases and upgrades
- Benefit from advice based on an assessment of your environment
- Receive related upgrade information including installation instructions and suggestions













Health monitoring

Optimized health service

- Measure the health score for your environment
- Benefit from deeper insights into your data
- Receive must-have reports for better decision making

Comparing Enterprise to Basic Support

Here is a direct comparison of the services available for Basic and Enterprise Support.

			 Basic	 Enterprise
Coverage		Phone • Live Chat • Technical Support	8x5	24x7*
Support Portal		Personalized • Customized • Knowledge Library	•	•
Enablement Resources		Webinars • Qlik Community • Videos	•	•
Proactive Support		Monitoring • Real Time • Self-Serve Dashboard		•
Case Handling		Critical SLAs • Priority Routing • Vendor Triage		•
Release Management		Releases • Upgrades • Advice		•
Health Monitoring		Health Score • Customer Data • Reporting		•
Designated Support Engineer		Named Resource • Single Contact • 24/7		Add-On

*For critical issues

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