Qlik® Designated Support Engineer

Gain peace of mind with a designated QlikView® expert supporting you

QlikView is a powerful Business Discovery™ platform that can be used to transform analysis and decision making across your organization. To accelerate your organization's Business Discovery journey, Qlik Support now offers a Designated Support Engineer to help you troubleshoot and resolve product-related issues you may encounter. This individual will become an extended member of your QlikView team, bridging knowledge of QlikView with the specific requirements of your organization.

Qlik® Designated Support Engineer

Designated support engineer benefits:

- **Expert on Call:** get direct access to a senior technical support engineer, speeding time to resolution.

- **Customized support:** a designated support engineer with knowledge of your implementation provides support and assistance tailored to your needs.

- **Proactive support:** regular status reports and check-ins to proactively identify potential issues and help with planning.

- **Prioritized bug handling:** customers with designated support service will have any critical software bugs prioritized by Qlik R&D for faster analysis.

Qlik support services components

The Qlik Designated Support Engineer is a named, senior Qlik support resource who will work with you and your organization to identify, troubleshoot and resolve all product issues you encounter. You will have direct phone and email access to this individual who has deep QlikView® product knowledge and tight ties into the Qlik engineering organization to more quickly resolve complex implementation issues and prioritize required software issue resolution.

In addition to being your go-to person for product-related issues, the Designated Support Engineer will become an extended member of your team, providing faster and more customized diagnosis and issue resolution. At the outset, the support engineer will visit your site to become familiar with your implementation and key contacts involved in managing the deployment. The Designated Support Engineer will then return every quarter to review your implementation, discuss any open issues, and review upcoming plans. This individual will also be available for weekly progress calls to review outstanding issues. All notes and information captured by the Designated Support Engineer will be logged and managed in a central support system, allowing other key technical resources to quickly learn about your environment and provide customized assistance as necessary.

The Designated Support Engineer will also become a critical liaison between your organization and Qlik, ensuring you are kept up to speed on the latest software releases. Through the support engineer you will have access to beta releases, and direct insight into software issue resolutions that affect your organization.

For more information about support: Please visit qlik.com/support

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