

Business transformation is a team sport

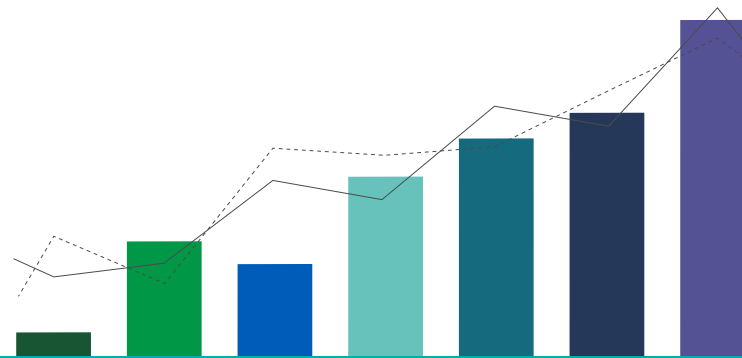
Go all-pro with Qlik Customer Success



Your success is our success.

Reaching your business goals is our top priority.

Your business is unique, so it makes sense that your goals are, too. We go all-in on helping you reach your vision — from growing revenue to reducing costs, protecting margins to remapping processes, and more.



When you sign up with Qlik Customer Success, you can expect:



Outcome Driven
Post-Sales Approach



Value Generation By Reaching
Your Business Goals



Individual Plan For Success



Focus On Downtime Prevention



Operational Effectiveness



Strong Partnership

Our Qlik customer success team consists of world-class experts that deliver guidance at the moment you need it to make sure you get the most out of your Qlik investment.

How we help ensure your success:



Assigned experts (based on your purchased plan)



Technical guidance and best-practice knowledge sharing



24/7 Support*



Regular business check-ins



Value capturing

WHAT'S IN IT FOR YOU

SPEED ROI

Realize the greatest value from Qlik solutions quickly and expediently

MASTER OPERATIONAL EFFECTIVENESS

Save time by learning most effectively and efficiently

ACCELERATE COMPETITIVE ADVANTAGE

Focus on business improvement and enhancement



* Twenty-four (24) hours a day, seven (7) days a week, 365 days a year for Severity 1 Errors and during Qlik's Standard Business Hours for Severity 2 and Severity 3 Errors
Level of customer success engagement dependent on your purchased plan

Accelerate your transformation journey with us.

Making you operationally successful – so you achieve the milestones and business outcomes you want to achieve – is job one. We work quickly to upskill and scale up your people and processes in the most effective manner.

That way you can proceed with certainty on your business transformation journey, taking action on data for maximum advantage.

Your Sample Journey To Success:

GET UP AND RUNNING

- Outlined path to success
- Team incorporation

MAXIMIZE PERFORMANCE

- Software fully deployed
- Solid product knowledge across the team

GET TO THE NEXT LEVEL

- Enhancement opportunities discovered
- Operational effectiveness expanded



Why follow when Qlik Customer Success can help you lead?



CUSTOMER REFERENCE

With Qlik, NSE has significantly reduced the time needed to integrate and load data for some of the activities performed. Tasks that once took three to six hours now only take 20-35 minutes. Qlik has helped NSE with 75%-time savings in other areas and has helped regulatory teams to drive efficiencies.



CUSTOMER REFERENCE

“Qlik is helping us make strategic decisions; empowering us to pool inventory and increase volume via real-time stock reporting.”



- JASON SIMPSON, BUSINESS ANALYST, WHITWORTHS

CUSTOMER REFERENCE

“With our Qlik partnership, we have benefited from a highly automated and secure cloud analytics foundation.”



- SANDIP MUSNE, HEAD – TCS DATA OFFICE VISUAL ANALYTICS, TATA CONSULTANCY SERVICES



Boost your success today.

Fuel your journey with the right services at your fingertips.

We're committed to helping you achieve ground-breaking results.

It's easy to get started with Qlik Customer Success by addressing one or many of your specific business challenges with our service offerings.



Assistance. Guidance.

Accelerate your success.

Qlik Starter Packages

Available for Qlik Cloud, Qlik Data Integration, Qlik AutoML and more.



WHO IS IT FOR

- Customers that seek guidance and admin training of functionalities in setting up or deploying a Qlik product or production environment

WHAT YOU CAN EXPECT

- The assured outcome of a deployed production or setting-up a product and fully trained admins

HOW IT WORKS

- Hands-on implementation from Qlik professional services
- Personalized enablement and flexible, blended training
- Access to expert trainers and enablement specialists

Assistance. Guidance.

Grow your advantage.

Qlik Education



WHO IS IT FOR

- Customer that needs expert enablement and training to realize the value, understanding and full functionality of Qlik products

WHAT YOU CAN EXPECT

- Effectively trained people performing software tasks efficiently and effectively
- Access to highly skilled trainers with industry best-practice expertise
- Access to self-paced pathway addressing a range of topics e.g. through Qlik Continuous Classroom and the data literacy program

HOW IT WORKS

- Comprehensive training and enablement in multiple formats to meet your needs
- Certification and accreditation to test user expertise and product effectiveness

Collaboration.
Enhancement.

Bring your ideas to life.

Qlik Customer Success Engineer



WHO IS IT FOR

- Customers that need ongoing access to a named technical advocate to guide, educate, and support the successful deployment of Qlik in their environment

WHAT YOU CAN EXPECT

- Access to a technical advocate to drive operational effectiveness
- Best-practice guidance and mentoring on platform capabilities to maximize ROI

HOW IT WORKS

- Assigned expert with in-depth Qlik product knowledge by your side
- Technical guidance, assistance, best practice sharing and troubleshooting



WHO IS IT FOR

- Customers that need a personalized, prescriptive path to success with Qlik experts by their sides and aligned with their business priorities, providing the ‘white glove’ experience their business deserve

WHAT YOU CAN EXPECT

- Access to a team of “white-glove” experts that craft and manage your personalized, prescriptive path to success
- Outcome-based consulting and enablement services aligned to your Customer Success Plan along with best-in-class proactive and reactive technical support

HOW IT WORKS

- All-inclusive and always-on approach from Qlik experts
- Leveraging the collective strengths of Qlik’s entire Customer Success Organization to guarantee customer-defined outcomes

Collaboration.
Enhancement.

Realize your goals, faster.

Qlik Signature Success

Unleash your organization's full potential with Qlik Customer Success.

Get started today



About Qlik

Qlik is the global leader in data integration, data quality, and analytics solutions. Its comprehensive cloud platform unifies data across cloud and hybrid environments, automates information pipelines and data-driven workflows, and augments insights with AI. Qlik enables users to make data more available and actionable for better, faster business outcomes. With more than 40,000 active customers in over 100 countries, Qlik is committed to providing powerful data solutions to meet the evolving needs of organizations worldwide.

qlik.com