

Qlik® Designated Support Engineer

Your go-to expert for all support issues



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, especially when you have a large number of users, and a complex environment and architecture? How do you make sure you have the right level of expertise and support coverage to meet your needs, now and in the future?

The Designated Support Engineer (DSE) is a named, senior Qlik support resource who acts as your single point of contact for all of your support needs. You gain peace of mind through direct access to this individual who has deep Qlik product knowledge and tight ties into the Qlik engineering organization, to more quickly resolve complex implementation issues and prioritize required software issue resolution.

Gain peace of mind with personalized, expert support

Benefit from a designated expert who will provide support that is not only tailored to your needs, but also proactive and preventive, and prioritized for fast resolution of your issues with 24/7 coverage.



Ensure your success with Qlik With support that is tailored to your needs

- Tap their deep product knowledge and ties into the Qlik engineering organization
- Get customized diagnosis and troubleshooting based on their knowledge of your environment
- Gain from their close alignment with your team through a regular cadence of check-ins



Assess and manage risks With support that is proactive and preventive

- Get their full insight into issue resolution, software updates and beta releases
- Gain from their deep knowledge and comfort with your environment
- Benefit from their health check reviews to help proactively identify potential issues

“Once a Designated Support Engineer is assigned, we get a fast response to issues which has been very helpful.”

“Rick has been great about getting on remote sessions and facilitating connection with engineers to assist in problem resolution.”

System Administrator, Large Enterprise Financial Services Company

Source: TechValidate. TVID: 8DA-147-980



Fast track issue resolution

With support that is prioritized and handled fast

- Bypass traditional channels with direct access to an expert familiar with your environment
- Enjoy coverage 24 hours a day, 7 days a week for critical issues*
- Benefit from their deep ties to Qlik R&D to ensure priority attention

*Managed by Qlik Enterprise Support team outside of business hours

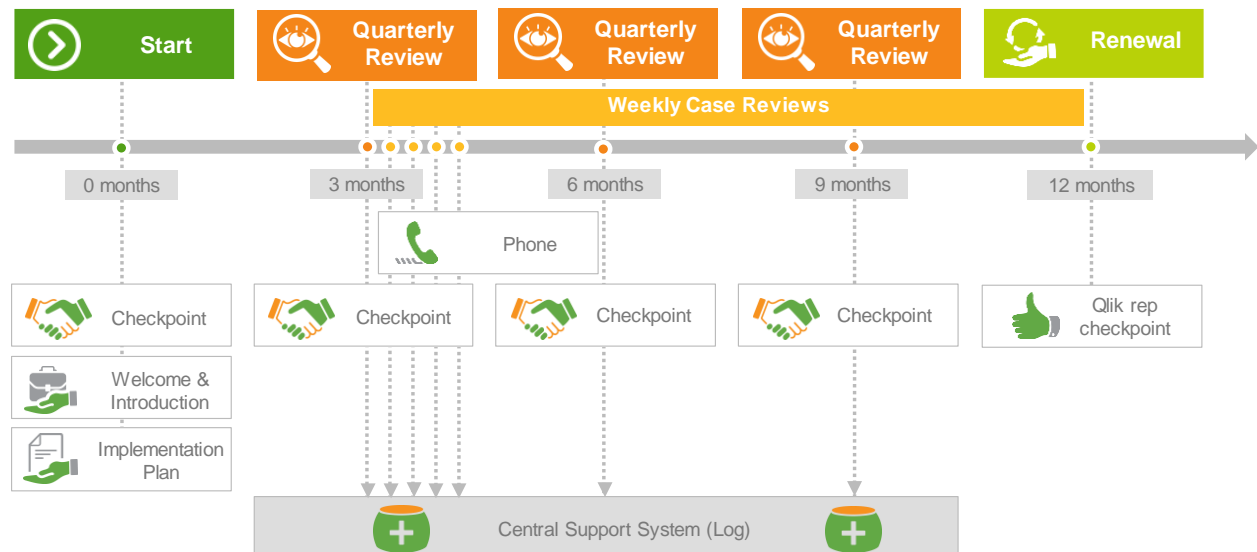
How we do it

At the outset, the DSE will visit your site to become familiar with your implementation and key contacts involved in managing the deployment. The engineer will then check in 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 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 DSE will become a critical liaison between your organization and Qlik, ensuring you are kept up to speed on the latest software releases. Through the DSE you will have access to beta releases and direct insight into software issue resolutions that affect your organization.

DSE Service Implementation & Lifecycle



For more information about our world-class, data-driven support services please visit qlik.com/support