



QLIKVIEW SUPPORT SERVICES

Supporting Your Business Discovery Experience

The QlikView Business Discovery platform delivers self-service business intelligence, empowering users across your organization to more easily understand and make decisions about your business. QlikView Support Services are here to help you maximize your investment in QlikView and streamline your business discovery journey. Through a combination of traditional and community-based support services, free product upgrades, and on-line knowledge bases, you will have the answers and resources you need to troubleshoot any problems and keep your QlikView implementation running smoothly. With QlikView Support Services your organization can:

- Troubleshoot any QlikView issues you are experiencing
- Learn best practices from your peers in other organizations around the world
- Stay up to date with the latest QlikView advancements
- Receive enterprise-level support with our Premium and A La Carte support offerings





ABOUT QLIKVIEW SUPPORT SERVICES

QLIKVIEW SUPPORT SERVICES COMPONENTS

QlikView Support Services offers several key components, all designed to help you quickly resolve any issues you are facing, and maximize your investment in the QlikView Business Discovery Platform.

PHONE & EMAIL SUPPORT

QlikView Support includes a team of QlikView experts located in support centers around the world. These support engineers are familiar with the common challenges organizations face when deploying QlikView, and able to quickly diagnose and resolve any product-related issues you are facing. Standard support includes unlimited phone and email access to your local support team during standard business hours. Support is available in English, French, German, Swedish, Spanish and Japanese. Premium Support customers enjoy 24x7 access to support engineers for critical issues, and our newest offering provides a Designated Support Engineer who becomes a true partner for your QlikView implementation.

CUSTOMER PORTAL

Licensed customers benefit from free, unlimited access to the rich QlikView Customer Portal. This portal is often the most efficient way to get answers to your common questions as it provides a comprehensive knowledge base containing answers to many common product questions and a library of how-to videos that cover common product and support topics. The site also allows you to submit and track support requests, and access your license information.

QLIKVIEW UPDATES

Customers on a QlikView support and maintenance contract automatically get access to the latest releases of QlikView via the QlikView download website. This includes major software releases, as well as service releases for key software updates or fixes. As a registered QlikView user you will be able to easily download and install updates to all your QlikView products at no additional charge.

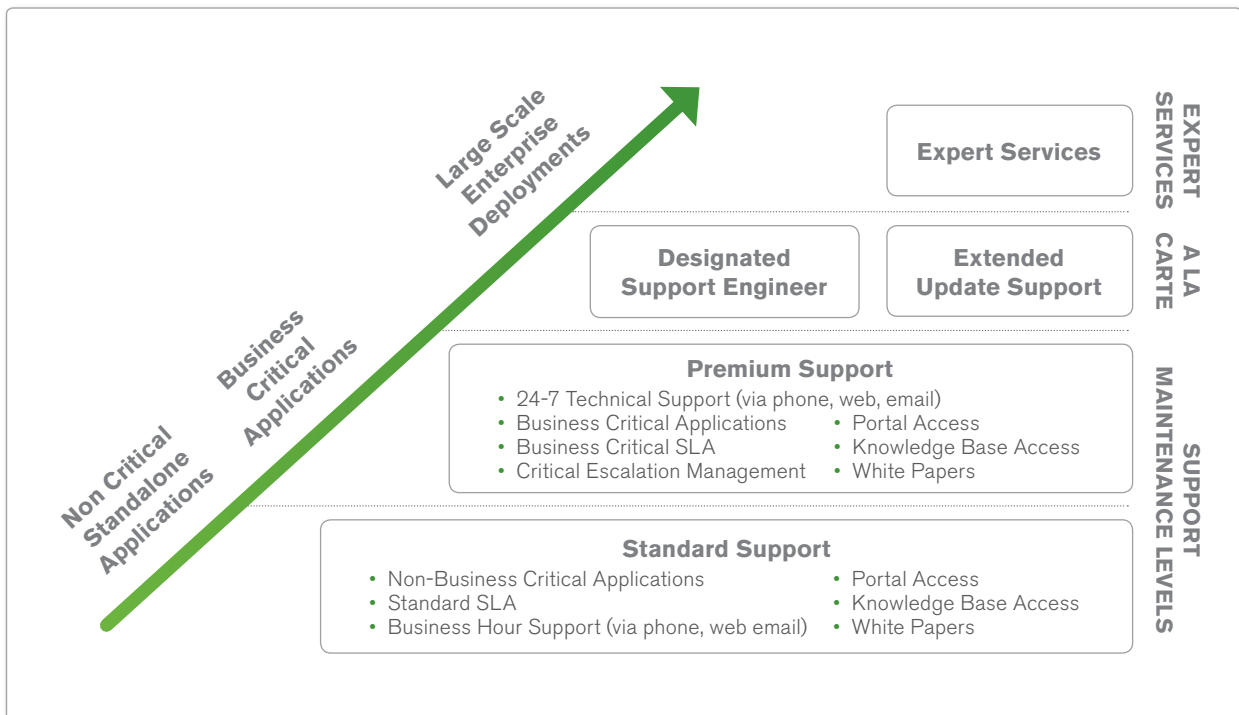
CORE SUPPORT SERVICES LEVELS

QlikView Support Services are available in two levels: Standard Support and Premium Support. Standard Support is targeted at most standalone and single-server installations for non business-critical usage. If you have a more complex or clustered environment, or have QlikView supporting business-critical applications, then Premium Support is recommended as it provides more timely support around the clock.

	Standard Support	Premium Support
Unlimited phone, web, email support	√	√
Access to customer portal	√	√
Access to Qlik Community	√	√
Software updates	√	√
Standard business hour support (8am-5pm)	√	√
24x7 support		√
Escalation management for critical issues		√
Local language support	√	√

Service Level response		
Severity 1 issues	2 business hours	30 minutes, Updates every 4 hours
Severity 2 issues	4 business hours	1 hour, Updates every day
Severity 3 issues	1 business day	4 hours, Updates every 2 day

QlikView support services offers a range of options to meet your organizations needs.



WHY QLIKVIEW SUPPORT SERVICES?

QlikView Support Services maximizes and protects your investment in the QlikView Business Discovery platform by ensuring your organization is using QlikView to its full potential. By using the QlikView Support Services you can:

- **Speed time to market** — tap into best practices from peers and get troubleshooting tips from our support engineers to get your organization up and running on QlikView quickly.
- **Drive innovative decision making** — take advantage of the latest QlikView advancements and find new ways to use QlikView to improve business discovery across your company.
- **Build QlikView competency** — through on-line resources and available support experts, hone your QlikView skills to tackle new business discovery challenges.
- **Minimize downtime** — quickly resolve any issues that arise to ensure that QlikView is always available to meet your organization's Business Discovery needs.

ADDITIONAL SUPPORT OFFERINGS

In addition to the core Standard and Premium Support offerings, QlikView Support Services offers two A La Carte options: a Designated Support Engineer and Extended Update Support.

The Designated Support Engineer is an add-on to either Standard or Premium Support, providing direct access to a designated technical support expert. This engineer will become knowledgeable about your specific environment and will be able to provide more tailored and faster response to any issues you face. This engineer will also have fast-track access to QlikTech R&D to prioritize any critical software bugs. In addition to reactive support to any issues that arise, you will enjoy regular status calls and quarterly on-site visits and implementation reviews to proactively identify and address potential issues. This offering is ideal for large-scale enterprise deployments, or companies looking to develop a strong center of excellence around QlikView.

QlikTech highly recommends that companies stay up to date with the latest versions of QlikView, both because of the key new capabilities introduced with each release, and because of the issue resolution and improvements that come with every major upgrade. QlikTech provides support and software maintenance for all major releases of the software for 24 months after the date of the next major software release. Thus QlikView 10 will be fully supported for two years after the initial release of QlikView 11. This includes bug fixes, full technical support, and software enhancements.

For customers wishing to receive support and fixes to critical issues beyond that 24 month period, QlikView Support Services offers an Extended Update Support option. This option extends the technical support and critical bug fixing window for an additional 24 months.

FOR MORE INFORMATION ABOUT SUPPORT:

Please visit www.qlikview.com/support

FOR INFORMATION ABOUT TRAINING:

Please visit www.qlikview.com/training