The Best Outcomes at Every Turn
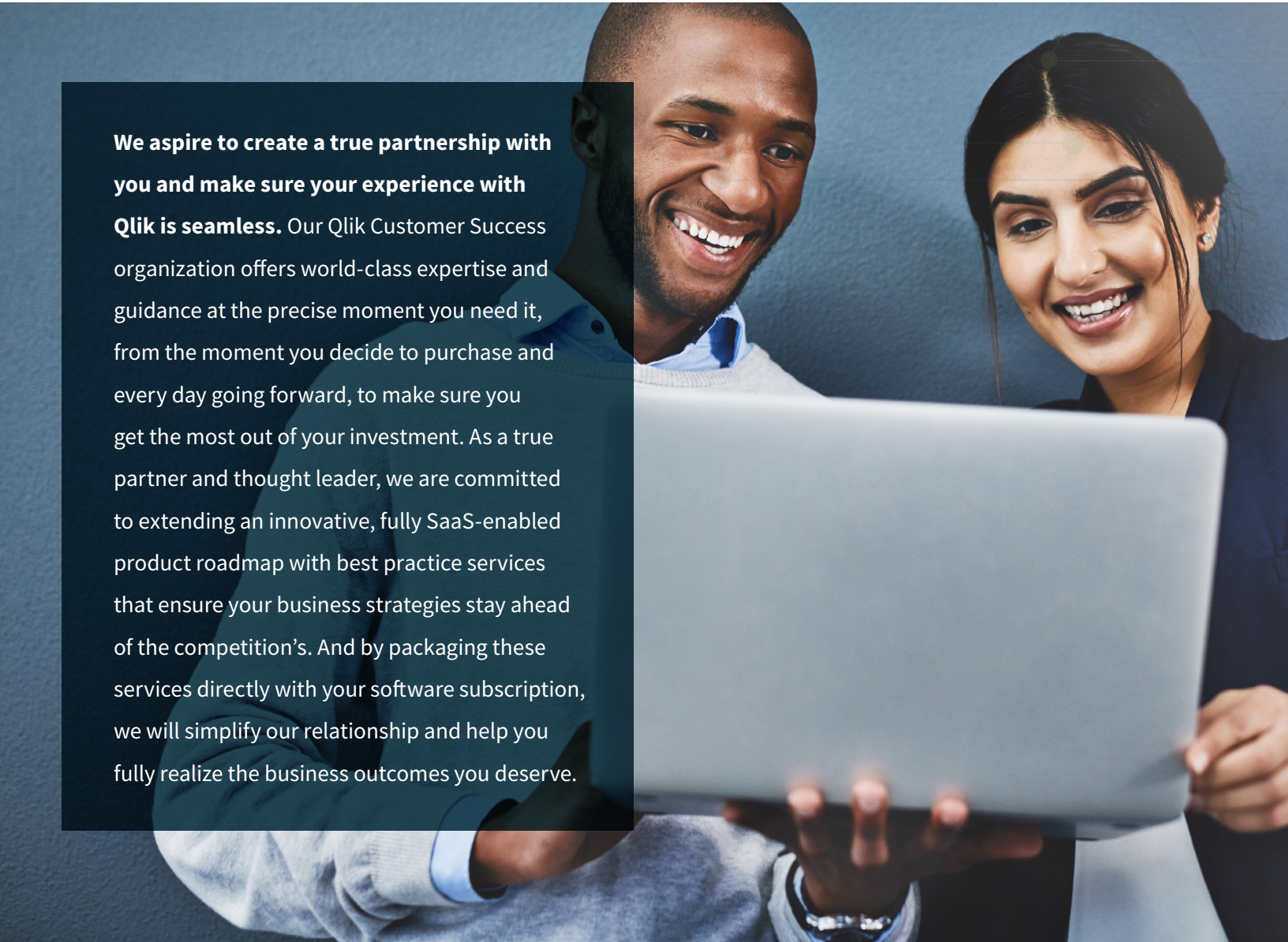
Qlik® Customer Success

Qlik Q

The best outcomes at every turn.
That's what you get from Qlik Customer Success.

It's simple. Your success is our success. We're not satisfied until you've achieved all your business objectives with Qlik. And not just the ones you expect. We're passionate about helping you discover and realize outcomes you never dreamed possible by helping you unlock the maximum value from our software and services.

We aspire to create a true partnership with you and make sure your experience with Qlik is seamless. Our Qlik Customer Success organization offers world-class expertise and guidance at the precise moment you need it, from the moment you decide to purchase and every day going forward, to make sure you get the most out of your investment. As a true partner and thought leader, we are committed to extending an innovative, fully SaaS-enabled product roadmap with best practice services that ensure your business strategies stay ahead of the competition's. And by packaging these services directly with your software subscription, we will simplify our relationship and help you fully realize the business outcomes you deserve.

Driving successful outcomes at every step of your journey

You want to see a high return on your investment in Qlik as soon as possible. But what if users new to analytics lack confidence? What if a team is humming along and hits a snag in reaching a desired outcome?

It's actually quite common for companies adopting data and analytics solutions to face a plateau in their journey, challenging their ability to drive ongoing value from the investments they've made. **When does this happen?**

1

When you're not armed with the right resources to help you drive adoption of the solutions your are deploying

2

When there is an overall lack of data literacy across your organization, hurting the ability of your users to get the most from the analytics capabilities deployed to them

3

When you lack the proper guidance and expertise to help you go beyond your initial vision and business use case you originally set out to achieve

That's why Qlik Customer Success is dedicated to helping you reduce the time to initial value and accelerate your ongoing success by eliminating people, process and technology barriers to adoption and helping you get more from your investment. We proactively work with you to drive successful business outcomes at every step of your journey, now and in the future.

Get up and running the right way, right away

- Quickly come up to speed through a guided best practices path

- Unlock the full power of the Qlik platform and solutions with a rich support and education ecosystem

- Rely on our world-class experts to guide you along your journey

"Qlik Continuous Classroom gives me access to all the information I need in one place"

- Marta Jasiewicz-Badowska
  Application Developer, Apotex

Maximize performance and efficiency

- Count on the right expertise at the right time to support your specific needs and initiatives

- Get the best answers to your questions, fast from us and our vibrant community

- Gain peace of mind from a trusted partner who knows you

"Qlik Support's quick response time and willingness to help get our issue taken care was the best 'peace of mind' we could have"

– Luciano Palacios
  Analyst Dynamex

Take your journey to the next level

- Drive a culture of data literacy across your organization

- Leverage our industry and technology experts to explore new areas and possibilities

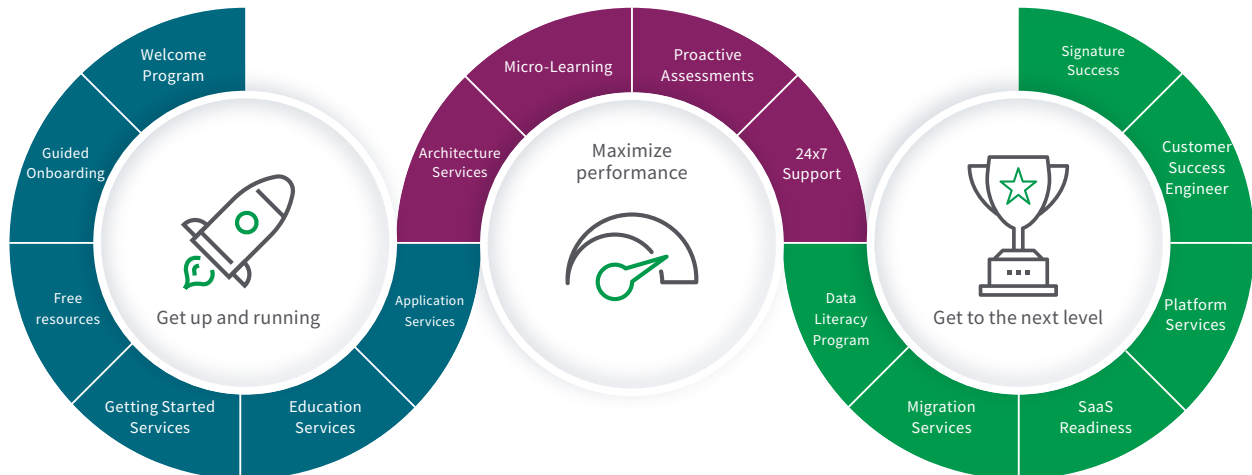- Get advice on the best strategies for your evolving needs

"Qlik consultants are true experts. Having the backing of Qlik developers makes a huge difference."

– David Saunders
  ICT & Performance Reporting Manager, Industry Fund Services

Get expert help at every turn

From the time your users first sign into Qlik, right through your progress on your data and analytics journey, Qlik Customer Success is with you 100% on your journey to better outcomes. We'll give you the right combination of resources (people, knowledge, access) to get you the kind of help you need, when you need it, in the form that works best for you.

Customer Success Journey Map

Get up and running
- Welcome Program
- Guided Onboarding
- Free resources
- Getting Started Services
- Education Services
- Application Services

Maximize performance
- Micro-Learning
- Proactive Assessments
- Architecture Services
- 24x7 Support
- Data Literacy Program

Get to the next level
- Signature Success
- Customer Success Engineer
- Platform Services
- SaaS Readiness
- Migration Services

Build a data-driven culture: Data Literacy as a Service

Data literacy is the ability to read, work with, analyze, and communicate with data. And today, it's as important as reading and writing. A more data literate workforce asks the right questions of your data, interprets findings for better decision making and takes informed action to transform your business. Our holistic approach to customer success puts data literacy at the center, with innovative education, consulting and support services to maximize the value of your investments in people, process and technology.

Our experts by your side

- Our technical support staff delivers skilled expertise closely aligned with Qlik R&D and designed to quickly resolve your issues.

- Our educators follow a proven learning methodology designed to maximize skill development and on-the-job performance.

- Our consultants are specialized, highly skilled professionals who know Qlik best and leverage best practices from thousands of engagements.

- Our Customer Success Managers specialize in delivering outcome-based services to our most strategic customers through our Qlik Signature Success program, supported by Customer Success Engineers who provide prescriptive, technical guidance.

Our onboarding program

- Qlik's onboarding process ensures every customer is welcomed in the right way. Streamlined communications enable direct access to our Chief Customer Officer. A dedicated site leads users on a guided journey through our rich mix of training and support resources.

- New customers enjoy access to free learning resources across our ecosystem, including our comprehensive, powerful self-paced training platform Qlik Continuous Classroom. Webinar series enlighten users on critical topics and product updates.

Our learning and support options

- Qlik Education delivers expert courseware, tools, and programs to learn not only the ins and outs of Qlik, but also to become more data literate. Our learning options are role-based with content designed to empower specific job performance vs. just learning features and functions.

- You deserve the best answers to your questions, fast and in the moment. Qlik Continuous Classroom features smart video search for all courses. Fast forward inside each video and instantly find exactly what you're looking for, as you're working. Instantly tap into the knowledge of our extensive Qlik Community of experts inside and outside of Qlik. Get answers at point of need and get quick access to a vast knowledgebase of articles.

- Our proactive health checks are designed to improve your performance. We measure a variety of analytics to anticipate issues and better serve you.

- Qlik Support delivers peace of mind 24x7 through a proactive team of experts and powerful systems and processes to resolve your issues quickly

Our prescriptive packages and solutions

- Packaged services, based on proven benchmarks and best practices, are conveniently bundled to help you move efficiently to achieve specific outcomes.

- Our start-up services for Data Integration provide a prescriptive path to get you up and running and enable modern DataOps for your organization.

- Our application services help accelerate the development of great looking analytics apps. Our architecture services are designed to help ensure that your environment is primed to maximize the performance of your analytics.

Our strategic services

- Whether your project is large or small, we will support your migration from QlikView or third party vendors to Qlik Sense, power up your apps and see new possibilities.

- If you're looking to leverage the scale and cost efficiencies of analytics in the cloud, we can help you. We'll guide you in making a successful transition from on-premise to SaaS, at your own pace.

- Want to focus your staff on your business, not on the administration and operations of your data analytics platform? Our experts can do that for you.

Partners for Customer Success

Qlik Partners play a critical role in driving success with your Qlik solutions. We provide comprehensive enablement options and prescriptive packages and solutions for our partners, to ensure they have everything they need to deliver the best customer experience possible.

For more information on Qlik Customer Success, visit qlik.com/services

Qlik Q

About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Our cloud-based Qlik Active Intelligence Platform delivers end-to-end, real-time data integration and analytics cloud solutions to close the gaps between data, insights and action. By transforming data into Active Intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships.
qlik.com

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