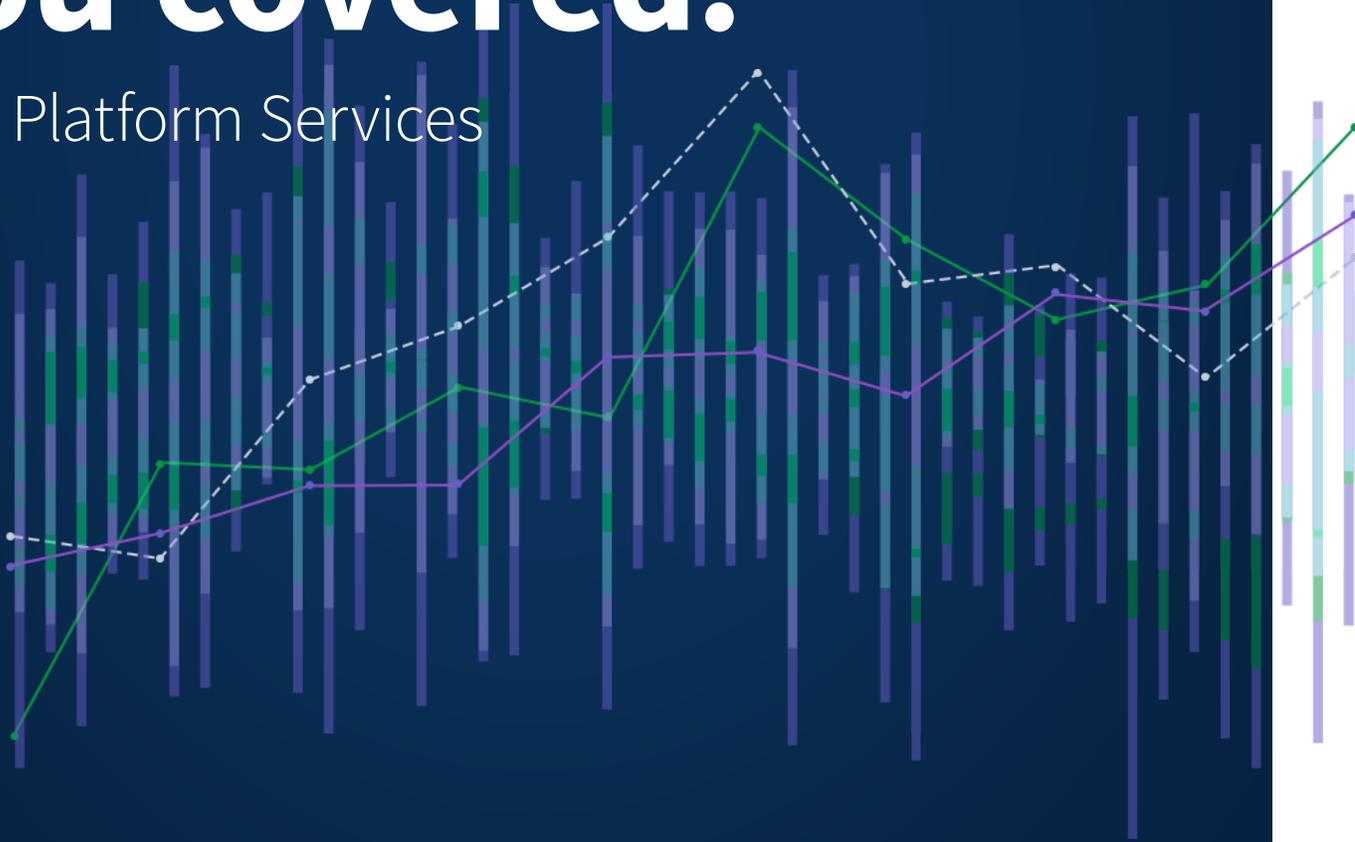


ANALYTICS

# Focus on your business. We've got you covered.

Qlik® Platform Services

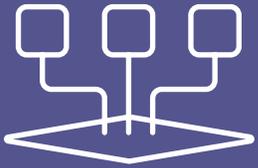


## INTRODUCTION

Qlik analytics products give you the power to turn raw data into remarkable business outcomes. Isn't that where you want to focus your staff's energy, not on administrative tasks? Let our experts take the wheel on keeping your Qlik analytics deployment healthy and up to date.



Think of our Qlik Platform Services experts as an extension of your staff. But without the overhead. We bring top level expertise and constant vigilance to keeping your Qlik analytics deployment healthy and available. And we do it with an eye to where Qlik product roadmaps are leading. Focus your talent on your business, not on platform administration and operations. Avoid the cost of specialized administrative staff and unexpected downtime. And trust that your platform will always support your changing business needs as you move forward, including any plans you have to migrate analytics to the cloud.



# Move your analytics program forward with confidence

## Focus on your business: Keep your business strategy front and center

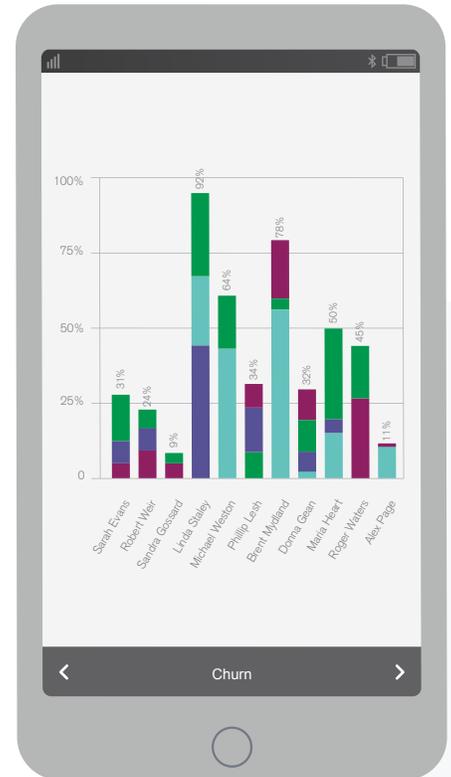
- Let experts administer and manage your Qlik Platform
- Allow your technical talent to focus on strategic work
- Spend more time analyzing data and making business decisions

## Save time and money: Spend your time and money where it counts

- Avoid the costs of specialized administrators
- Efficiently optimize your platform to support your changing business
- Get quick response to Qlik Platform requests

## Trust your platform: We monitor your platform's health

- Rest assured you are getting the full benefit of your platform
- Get a platform that is proactively protected against risk
- Rely on platform availability and continuous operation



## How we do it

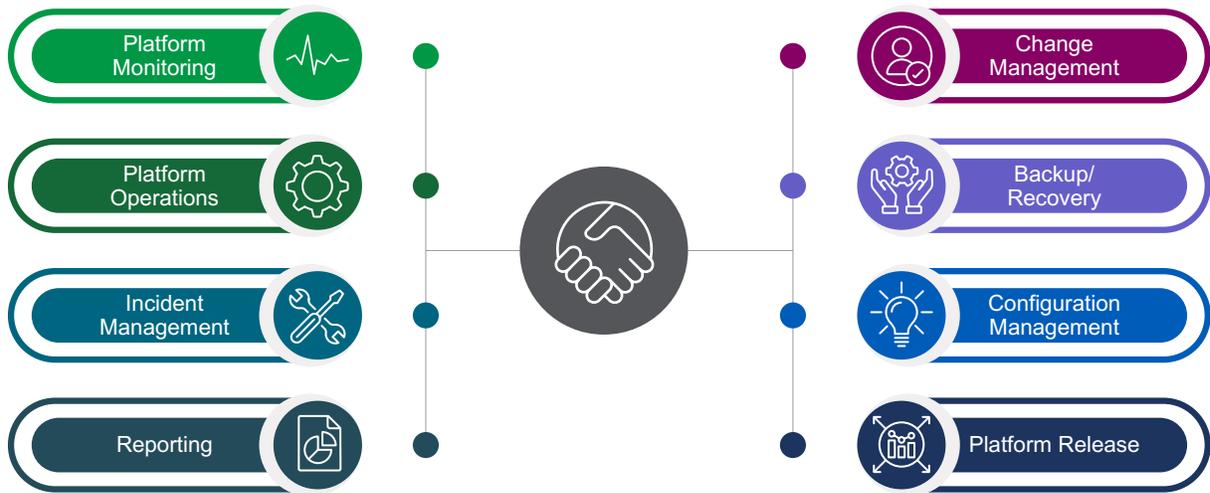
Our experts do what it takes to keep your Qlik analytics deployment healthy and future ready. That means keeping watch and taking action fast when needed. Promoting good governance so you don't lose track of where you are and how you got there. And we keep your platform up-to-date so that you stay agile, always moving forward in building your data-driven enterprise.

### Platform deployments supported

#### We manage and administer the following:

- Client-managed versions of Qlik analytics products
- Qlik Sense SaaS tenant
- Qlik Sense hybrid deployment: SaaS and on-premise

# Qlik Platform Services



## Platform Monitoring

### We keep watch and take action

You can relax. We monitor your platform's health continuously, verifying availability and looking at how your platform is using system resources. You'll be notified of critical issues through automated alerts and daily analysis of performance metrics. And, of course, we'll investigate any errors and warnings as soon as we discover them.



## Platform Operations

Whether your platform is just being installed or is completely operational, we use the same proven methodologies and leading practices to administer, maintain, and optimize platform operations. How well are your applications designed? We assess application impact on the platform by conducting performance scoring on applications to determine if they should be migrated and published. We look at all the indicators that show the platform is serving users well, operating according to your latest rules (e.g., for security) and delivering the data you need.



## Incident Management

In the event of a platform issue or incident, we've got you covered end-to-end, from first response to resolution. We manage escalations, communications, coordinate with Qlik Support, Customer Success and product teams for fast response to service tickets. You can easily take a look at the progress being made at any time through a portal into our IT Service Management (ITSM) service desk.



## Reporting



## We help you govern wisely and well

A successfully running platform is dynamic.

Good governance means the right people have rapid access to platform settings for what’s running well today. We keep yours in a centralized repository for rapid access if needed. We also track all changes over time. The audit trail this creates is a powerful tool for understanding things that may be happening today and can guide decisions about what should change moving forward.



### Change Management

Let’s hope you never need it, but, in the event of catastrophic loss, we aid in restoring lost or damaged Qlik files and rebuilding your Qlik platform. To enable us to do this, we review your current backup process and verify the backups generated. We also provide guidance in developing a Qlik Disaster Recovery plan and perform DR simulations.



### Backup/ Recovery

As your platform evolves, changes are governed to ensure efficiency and minimize risk. As stewards for your platform, we use a change management process based on IT Infrastructure Library Framework (ITIL): Assess, Prioritize, Schedule, Communicate and Review. We develop and execute change management plans with automatic routing to a Change Advisory Board (CAB). Repeatable workflows are governed by change classification, in collaboration and coordination with your Change Management team.



### Configuration Management

## We keep you agile and moving forward

When you see new opportunities in your data for remarkable business outcomes, you want to jump on them without delay. That’s why your platform always needs to be up to date with the latest enhancements to support your innovation and new capabilities being developed for Qlik. We take over planning and performing Qlik software upgrades based on your release schedule—without fail. And we make sure that the upgrade is successful. So you are always ready for the next big thing in building your data-driven enterprise.



### Platform Release

## Additional Services

Qlik Platform Services is only one way we help you succeed in building your data-driven enterprise.

**Qlik Signature Success** complements them by helping you find your way through a personalized path to success with the right experts by your side in a ‘white glove’ experience.

Want to ensure your production applications continue to deliver value? We also offer Post-Production Services for Qlik Sense. Speak with your Qlik representative to learn more.

For more information visit [qlik.com/consulting](https://qlik.com/consulting).



### 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. Qlik offers real-time data integration and analytics solutions, powered by Qlik Cloud, 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 serves more than 38,000 active customers in over 100 countries.

[qlik.com](https://qlik.com)