Qlik Managed Services

Qlik Application Management: Technical, Development & Support Services

…service–level product offerings

Differentia Consulting can provide you with a flexible *Qlik Managed Service* plan with three product offerings to meet your needs and investment criteria. Service plans range from Gold: Full application management, development & support, technical and cloud hosting services (optional), to, Bronze: On-demand Qlik support services. Silver plans are offered to our clients that need for example, more of our development services but want to retain some management of their Qlik estate. **All *Contracts are hourly based,*** *Gold and Silver plans incur an annual charge.*

For further information about the services included for each product offering, why not request a copy of our Managed Services Product Matrix and establish the product offering that meets your needs.

…a managed service to meet your needs

Gold
Application Management

Gold Service
Full Application Management and Service Provision, including hosting (optional).

Silver
On-call and Planned Service Management

Silver Service
Provides a full range of managed services planned in advance

Bronze
On-call Applications and Technical Support

Bronze Service
Provides a level of on call technical and applications support and helpdesk

You can select the most appropriate level of service for your business requirements and culture, and then over time, migrate from one service level to another as required.

…some words from our Clients

"At all times your knowledge, experience, dedication, flexibility and professionalism shone through and gave me and my team that nicest of feelings, that of confidence that we could rely totally on you, our partners."

"We have never made so much progress, so quickly in extracting data and interpreting it with Qlik."

"Differentia Consulting provided an excellent service in turning our requirements into a robust implementation with a rich and engaging user interface, within agreed timescales and budget."

"You have delivered exactly what you said you would and have been a partner, not simply a provider, to us."
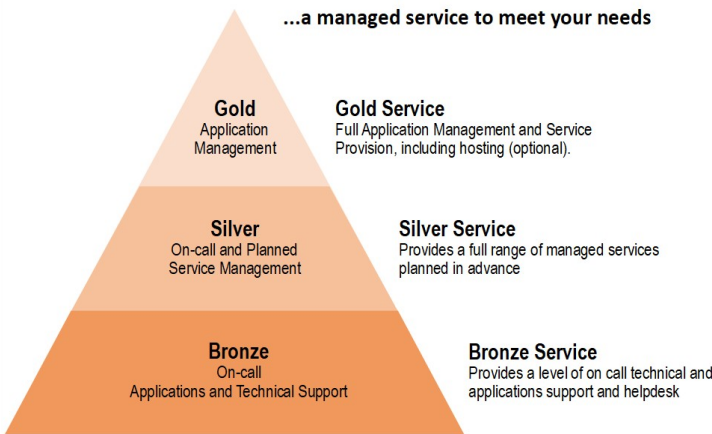
We understand the challenges that come with managing and supporting your Qlik estate through the whole of its lifecycle. We can help you ensure the delivery of a professional support operation through our experience gained with similar clients over many years of service.

As a Qlik user do you:

- Use Qlik software to deliver your data pipeline and/or business analytics and reporting?
- Need to reduce your ongoing IT costs as well as the risks of maintaining your Qlik estate?
- Have a shortage of specialist expert Qlik skills in your company needed to manage your Qlik estate?
- Outsource your Qlik estate infrastructure or IT support to a 3rd Party, but are not getting value for money or the level of service you require?

Differentia Consulting can provide you with a complete and flexible managed service for the lifecycle of your Qlik estate that:
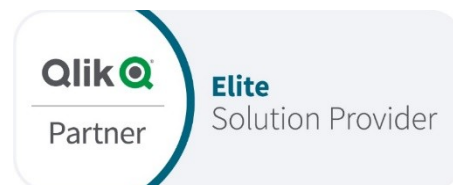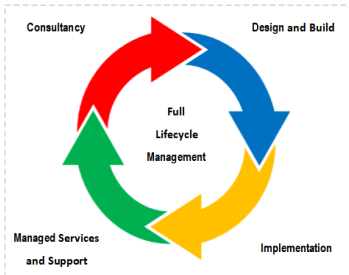- Delivers value where you need it,
- Helps you mitigate risk
- Reduce your annual IT cost
- *Allows you to trade up and down your plan*

…providing full life cycle support

…how we make a difference

Operational
- Functional and technical support
- Responsive operational support to the business during normal working hours with clear and concise service level agreements
- Help desk (Out of hours support by arrangement)
- Continuity of support from initial implementation through to roll-out and ongoing support
- Reduced risk and dependence on recruiting, training and retaining skilled resources
- *All from our dedicated team of Qlik experts*

Commercial
- Competitive rates, **services offered by the hour**
- A single managed service agreement, from one hour
- Dedicated service delivery manager, a single point of contact for both applications and technical support
- Reduced risk during implementation and in management of ongoing operations
- Controlled and minimised operating costs
- Scalability and flexibility of services to allow the estate to adapt to changing requirements
- *Working with your dedicated Qlik commercial & care team.*

We can provide a flexible service arrangement with levels of support and investment to meet your needs. Services include help desk, applications development & support, technical support and cloud hosting. We also have a dedicated team of Qlik trainers. Note: Qlik training courses are sold separately.

We will help you find the solution that is right for your business and that will deliver the benefits your users need whilst supporting any business-critical requirements that they may have…

We offer a full range of managed services to all Qlik Customers

Create your Flexible pic 'n mix service plan, to match your Qlik estate needs, that covers:
- Full lifecycle management
- Strategic, Technical, Support, & Application Consulting
- Standard and Customised Training (sold separately)
- Application Management, Monitoring & Upgrades
- Health checks
- Vision Setting & Data Literacy workshops
- Cloud infrastructure/hosting, (e.g. AWS and Azure)
- HA and DR solutions
- Security (including Zero Trust)
- Data Governance and Compliance
- Data Pipeline (CDC) and Data Warehousing
- Resourcing Services (Contract and Permanent)
- *A personalised product offering for every requirement*

"Working with Differentia Consulting a solution was configured and deployed in a day."

We will help you create the solution that is right for your business and that will deliver the benefits your users need whilst supporting any business–critical requirements they may have…

For further information, contact Differentia Consulting at:

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