



Support
Just Ahead

Support and Mentor Services

Convinced of the benefits and need for bringing the business intelligence, reporting and analytics functions in-house but not sure about sourcing the right professional? Or do you have the right professional, but both you and they really wish they had the support of an expert on an as-needed basis to ensure they are developing their skills and following best-practices in the Business Intelligence space?

Support lies just ahead with Visvero's Support and Mentor Services. With over a decade of experience providing successful Business Intelligence solutions, we've leveraged our team of experts to help you bring your reporting, analytics and business intelligence functions in-house, but still retain the support of experts when you need them.

FLEXIBLE ENGAGEMENT MODELS

- Blocks of hours that can be used at your discretion over a pre-defined period of time.
- On site OR off site support.
- Application architecture, integration with other ERP & Business Intelligence Platforms and data source integration support end-user application training and help desk support.
- Training and internal team competency development.
- Administrative and application roll out support.
- Application hosting and infrastructure support.



Supplemental Services Overview

<i>Basic Plan</i>	<i>Enhanced Plan</i>	<i>Extended Plan</i>
Typical use Cases		
<ul style="list-style-type: none"> As needed support Initial applications Selective usage and support needs 	<ul style="list-style-type: none"> Stable environment Version change Planned temporary change(s) 	<ul style="list-style-type: none"> Mature environment Growing QlikView adoption Long term needs
How could you use the services?		
<ul style="list-style-type: none"> Call for support questions Live support, QlikView experts on call Help desk support Application development using Bank / Borrow features User training Upgrade considerations QlikView related questions and solutions consultation Syntax review 	<p>Everything in Basic Plan AND</p> <ul style="list-style-type: none"> On-demand support Feasibility studies, ROI analysis, Business Case development. Requirements analysis and effort estimation Business intelligence development, roll out and support. Upgrade support. Server - publisher configurations Pilot and test projects Intermediate support. 	<p>Everything in Basic and Enhanced Plan AND</p> <ul style="list-style-type: none"> Long-term application support and maintenance outsourcing. Hardware, software application and availability support. Application monitoring and optimization. On site OR Off site resources. End-to-end BI applications support. High availability applications.
Other features...		
<ul style="list-style-type: none"> In blocks of 2, 5, 10 days. 1-2 week setup time. 	<ul style="list-style-type: none"> Roll over remaining hours Temporary support availability. 	<ul style="list-style-type: none"> Roll over remaining hours Temporary support availability.
	40 hours/ month 500 Annual Support Plan	Next day support