



What Services are available...

Service Delivery

- Dedicated Service Delivery Manager as the main point of contact to understand and oversee delivery of your requirements
- Project Management and planning

Development Services

Development services to scope, design, develop, document and test Qlik Apps, using a standard methodology to ensure quality.

- 2nd line development support to your own developers (not covered by standard maintenance support)
- Independent development QA/Review and document (QWV) performance
- Qlik Management & administration

Training & Workshops

- Bespoke End-User/Designer/Developer/Technical workshops, following a standard format or customised according to your own needs.
- Qlik Clinics to troubleshoot and workshop specific issues or discuss 'What's New' in new versions/service releases.

Upgrades

- Guidance and advice of new features and implementation of enhancements
- Planning, impact analysis and upgrade delivery
- Project Management of upgrade (technical and/or functional)
- Performance and functional testing

Cloud Hosting / Fully Managed Service

- Provision of an individual server to a complete Dev/Test/Prod environment. (hosting/rental/management costs applicable)
- Bespoke fully managed service solution delivery.

When is it applicable...

Managed Services can be engaged at any during your Qlik journey. At point of sale for training and initial development kick-off or later as Qlik usage increases and a time and materials engagement may no longer be suitable.

What does it cost...

The investment is generally tailored according to your specific requirements from the following:

- *Annual fee* to include regular face-to-face meetings with your dedicated SDM, which may cover:
 - perform service delivery reviews
 - discuss any issues and recommendations
 - plan upcoming activities/upgrades
 - vision setting workshops/demonstrations
- *Pre-purchased time* to be consumed across agreed services:
 - at preferential rates
 - to avoid delays when the engagement of services is required
 - off-site delivery consumed in 15 minute increments
 - on-site delivery available if required

What is NOT included...

Qlik software maintenance (bug fixes).

What next...

Email info@differentia.co to register your interest. A Service Delivery Manager will be assigned to work with you to discuss options and agree components and SLA's. This will formulate your tailored Managed Services Agreement. Once the terms have been agreed, an on-boarding process will begin which includes a high level 'health-check' with recommendations as appropriate.

Why Differentia Consulting...

Differentia Consulting Ltd was formed in 2002. The company culture is based upon honesty, integrity and trust. Differentia Consulting are a Qlik Elite Solution Provider, having been a partner since 2008 with 300+ customers. Our dedicated Managed Services team is based centrally in the UK. Our certified Qlik trainers deliver scheduled training courses on behalf of Qlik and we are regularly asked by Qlik to provide implementation, development and support services for their own direct sale customers.

Differentia Consulting has an in depth understanding and adoption of proven best practice, including ITIL/audit/security/compliance including GDPR, in a number of industry verticals, along with comprehensive knowledge of programme and project delivery (including Prince2). We also have experience in a variety of IT environments; including hardware (sizing), networking (solution design), Windows, SQL, Oracle databases and IBM i/p/x-Series, cloud based infrastructure provision, as well as disaster recovery (DR) and high availability (HA) considerations.