



Qlik Managed Services

Qlik Managed Services
Efficient and flexible solution for your
Qlik landscape

itelligence tailors a solution to your needs for
Hosting, Platform Management and Application
Management

itelligence NTT DATA Business Solutions

itelligence is one of the biggest SAP ERP Partners in the world with more than 3.800 employees in 23 countries. We combine ERP and Business Analytics and are experts in integrating SAP and Qlik. We are a dedicated fast growing Qlik Partner with some of the most skilled Qlik consultants in the Nordic region. Every year in the past 6 years we have accomplished the highest rewards for our Hosting and Application Management Services (AMS). This professional offering is now available for QlikView and Qlik Sense as well.

OFFERING

As part of the Qlik Managed Services we offer several services, that insure your Qlik landscape is available anytime. The services can be combined to meet your specific needs. Most of the services are also available as remote services:

- Implementation of agreed and international service and support concepts:
 - High availability scenarios
 - 24 x 7 service
 - Tailored reporting
- Professional and continuing maintenance
- Monitoring of your Qlik or IT environment
- Change Management assignments
- Defined standard change as tasks
- Code review
- Development and deployment guides
- Backup and archiving concepts
- Provision of optimized and future proof hardware and software components
- Implementation hosting (project based)
- Use of our modern and secure infrastructure in the itelligence datacenters:
 - 24 x 7 security guards
 - Emergency power supply
 - Fire Alarm System
 - Multilevel security zones
 - Climate control
- Use of modern and environmentally friendly technologies
- Proactive monitoring of all hardware and software components
- Out-of-office support
- Qlik server installation
- Qlik upgrade and rollout
- Quarterly status meeting

HOSTING WORLDWIDE

itelligence operates two, fully redundant data centers in Denmark for Qlik Managed Services. In addition, itelligence can provide Managed Services from any of our 8 other modern data centers in Germany, Malaysia, Poland, Switzerland and the United States and manage all Qlik products and all releases for you worldwide. Due to our shareholder NTT Data and our affiliates, we have a strong presence worldwide.

This ensures our ability to service mid-size and large enterprise in the growing global hosting environment.

PLATFORM MANAGEMENT

Relieve some of the workload from skilled Qlik resources by eliminating operational routines and have them focused on development and business value instead. We service your Qlik platform wherever your hosting location is. Platform Management include platform monitoring, workflow management, task scheduling and monitoring, recovery, release upgrades, license administration, DTAP administration and other services.

APPLICATION MANAGEMENT

Our service center in Denmark offer scalable service capacity with high technical expertise. The itelligence service desk thereby controls all inquiries centrally. We ensure a high degree of availability and efficiency with our standardized processes based on ITIL.

STATE OF THE ART INFRASTRUCTURE

Our employees are experienced administrators, network, database and operation system specialists, familiar with the latest technologies and all Qlik products. We use server hardware optimized for Qlik and compliant with all best practices and recommendations from Qlik. For Qlik, we use only Intel CPUs, the highest standards for RAM and provides environments with SSD disks for highest performance and availability.

To get started or to get more information please send an email to one of the addresses below with your contact information and subject "Qlik Managed Services". We will contact you as soon as possible.

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