+ableau

OEM Partner Support Engineering

Timely, proactive service for your unique needs.

The OEM Support Program is designed with your specific support needs in mind. This program offers benefits beyond those covered by standard Technical Support. Our goal? To prevent critical issues whenever possible through expert advice and expedited support times.

In short, we are here to ensure your success with Tableau.

Year 1 Benefits

We're committed to having this be the beginning of a beautiful relationship—so we want to make sure we get off on the right foot. We have added several benefits during the first year of OEM Support to help make sure everything is seamless right from the start.

Priority Support
OEM Support cases take precedence over other core support cases within the same priority level.

24/7 System Down Support
Should your production deployment of Tableau go down over the weekend, call a designated phone number and we will respond within 2 hours.

Assigned Partner Support Engineer
You will be paired with a Partner Support Engineer (PSE). Your PSE is an advocate and liaison to ensure open requests are understood and addressed as efficiently as possible. PSEs are specialized in API integration as well as performance tuning and will ensure successful integration of Tableau into your company's hosted offerings.

OEM Server Rapid Start
We want to get you up and running as quickly as possible, so an OEM Server Rapid Start engagement is included in your first year of OEM Support. Over this four-day engagement, our team will work with you to get Tableau Server installed, configured and optimized following Tableau best practices. *(Must be used within first 90 days. Travel and expense costs billed separately.)*
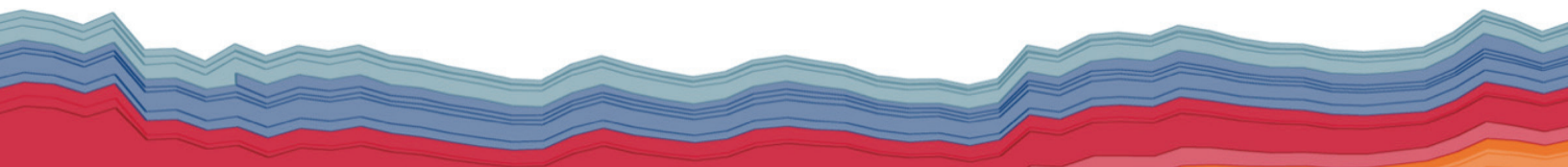
Year 2+ Benefits

Whether we are celebrating one year together or dozens, one thing is true: We are more committed than ever to your success. Because an established OEM customer has different needs than a brand new one, we have adapted the second and subsequent years of the program to better serve you.

In year 2 and beyond, the OEM Support Program includes:

Supportability Review

Upon request, your PSE will assist with an overall review of your Tableau Server environment to ensure a seamless support experience.

Regular Check–ins

Your PSE will schedule regular check–ins each month to ensure ongoing success.

Upgrade Assistance

Our products are updated regularly to include new features and functionality. Our team will work with you as needed to ensure you have the newest release installed so you can take advantage of the latest capabilities with minimal disruptions.

Exclusive Access to Tableau Presents

Tableau Presents is an invitation–only presentation for OEM and Elite customers that showcase the latest roadmap, releases, and product highlights.

You will enjoy all the benefits you received during the first year of the program in all consecutive years you renew your support, with a Supportability Review replacing the OEM Server Rapid Start engagement.

Get Started

To learn more or get started with our OEM Support Program, contact your Tableau Sales Account Representative or visit our website.

Please note: Travel and expenses for onsite visits are not included in the cost of this program.