



Elite Support Program

Proactive, holistic, and comprehensive account care.

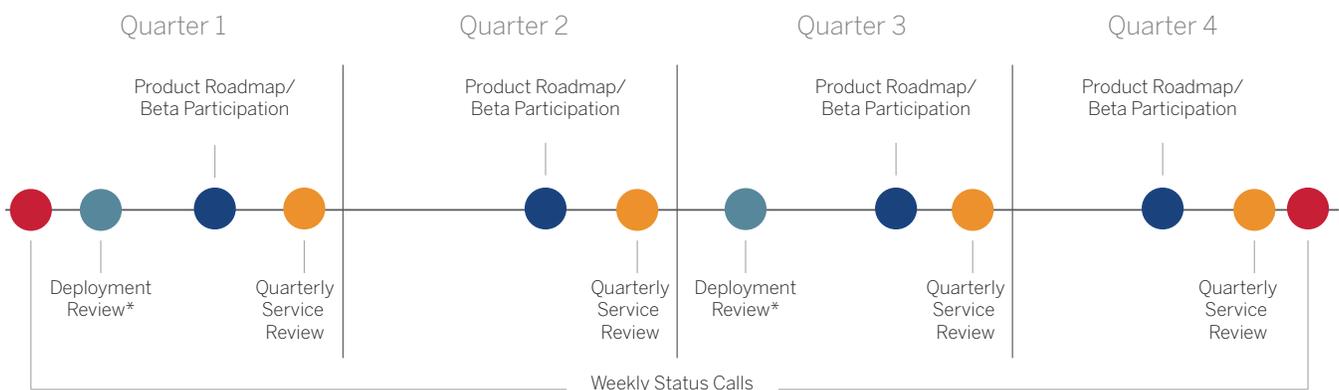
Tableau Elite Technical Account Management is designed to provide peace of mind for your Tableau Server environment. From installation, to expansion and daily usage, we understand the fast pace of your team and will work with you to resolve any issues as quickly as possible.

Who is this program for?

This program is for organizations who have a critical Tableau Server deployment that is important to the business, and high uptime is a necessity. You need the peace of mind that comes from working directly with Tableau and are looking to maximize your Tableau investments and minimize risks. This program covers one Server deployment.

How we help

Elite Technical Account Management Timeline



**The above timeline is an example of when the Deployment Reviews are available. Based on your specific scenario, you and the TAM will determine the most appropriate timeline for your Deployment Review. During a year contract, two Deployment Reviews are provided. Contracts less than one year may receive limited offerings.*

Support Care

Expedited Case Handling

Support cases take precedence over others within the same priority level.

24x7 Critical System Down Support

Should your production deployment of Tableau go down over the weekend, call a designated phone number and we'll respond within 2 hours. Customers also have access to development during this time period.

Ongoing Issue Resolution

Your TAM will help find resources to resolve concerns like best practices for publishing, training solutions, or system changes.

Case Escalation

For mission critical issues that require immediate attention, your TAM will escalate the issue for rapid response.

Case Oversight

Your TAM will work with your team and Technical Support to help facilitate any cases you create.

Targeted Response Times

Response time for high priority cases is 4-6 hours, as opposed to one business day seen for standard Technical Support.

Mission Critical Pager Support

For critical P1 issues, you'll have a designated phone number to call. A TAM will respond within 4 hours and will triage the case – routing it to a Support Tech as quickly as possible.



Product Care

Expedited Defect Handling

When determined the issue could be caused by a defect in the product, your ticket will take precedence over others within the same priority level.

Tableau Roadmap Participation

Connect with our Development team to be informed and involved. You'll be invited to join our Beta programs and Tableau Product Managers will host at least two product roadmap webinars each year to share the newest release, schedules, and any other product highlights.

Prioritized Feature Request Review

Tableau's Development team will regularly review your feature requests.

Account Care

Assigned Technical Account Manager

An assigned Technical Account Manager (TAM) will be your advocate and liaison to Tableau. They'll work with you to ensure your systems are operating effectively.

Environment Documentation

We'll clearly document your environment and make it available to Technical Support so they can address questions quickly.

Recurring Status Calls

Review issues, projects and goals regularly with your TAM on one hour, recurring calls.

Server Upgrade Assistance

Your TAM will assist you with recommendations and steps for upgrading your specific Tableau Server installation.

Deployment Review

Review your environment to gain insight into performance and recommend configuration changes, upgrades, and environmental expansions. This gives us an overall understanding on how Tableau Server is used and to make better decisions on future expansions.

Quarterly Service Reports

You receive 3 quarterly reports and 1 annual report outlining the services provided, details regarding recommendations, and completed critical case work. View an example of a [Quarterly Service Report](#).

Customer Case Team

Foster a center of Tableau excellence within your organization. Select a case team to escalate issues and work on projects with your TAM.

Exclusive Forum Access

Do you ever wish to discuss problems and concerns with other organizations facing the same issues and concerns as you? Your TAM can connect you with the exclusive Technical Account Care forum to discuss common issues, access important resources, and learn about custom events.

Get Started

Get help when you need it most and reduce risk or downtime. To learn more or get started with our Elite Technical Account Management program, contact your Sales Account Representative.