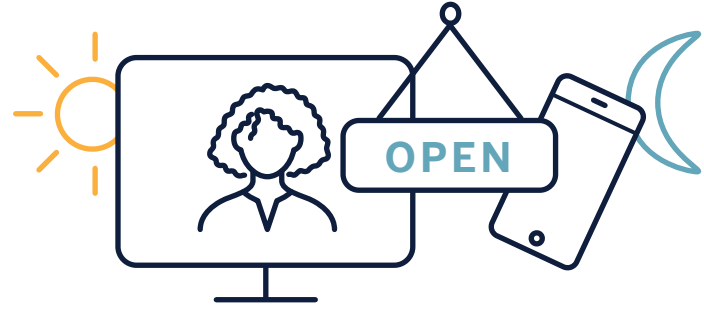
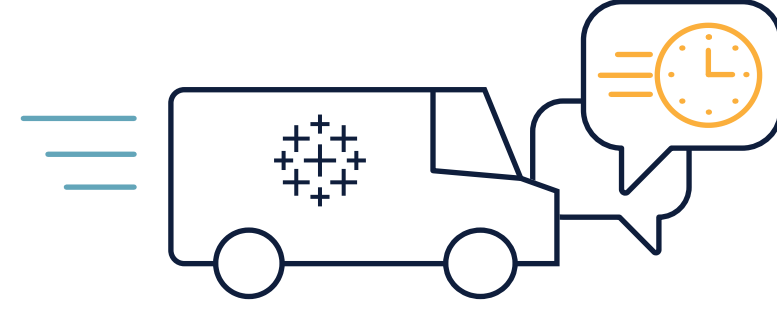


# Premium Support

Complete coverage that scales with your environment



24/7 global support,  
365 days a year.



Faster response and follow up  
times, every time.



An assigned technical expert and  
prioritized access to our  
development team.

## Support comparison

Premium Support is there for you when and how you need it, with around the clock access to dedicated support resources. Industry leading SLAs make Premium Support the only choice for customers with business-critical deployments.

	Premium	Extended	Standard
<b>Named contacts</b>	5+	5	3
<b>Hours of operation</b>	24/7	24/7 (P1)	8am-5pm, M-F
<b>Response time (P1/P2)</b>	30 min/2 hrs	2 hrs/8 hrs	8 hrs/24 hrs
<b>Follow up time (P1/P2)</b>	4 hrs/24 hrs	24 hrs/48 hrs	24 hrs/72 hrs



### Meet Phoebe, a Technical Account Manager (TAM)

Technical Account Managers like Phoebe are at the heart of Tableau's Premium Support experience. These expert problem-solvers get to know both you and the unique needs of your business. The relationship TAMs build with their customers ensures fast resolution without the need to explain your scenario from scratch every time. Phoebe and her teammates are your partner inside Tableau, every step of the way.

### What our customers are saying



From day one, Tableau's Premium Support team built tremendous trust with our key technical decision makers. Our TAM provided oversight for all of our key cases, educated our team on the Tableau platform evolution, helped with a complex upgrade, and delivered impactful deployment reviews that resulted in improved performance.

**Honeywell** IT Director of Analytics Operations  
Honeywell

## Explore the benefits of Premium Support

### ! Risk mitigation

#### AVOID PITFALLS BEFORE THEY HAPPEN

The fastest way to recover from a critical failure is to avoid it altogether. Whether you're rolling out an upgrade, expanding your footprint, or onboarding new users, your TAM will work collaboratively with you to ensure the health and reliability of your environment.

- ✓ Audit and document current environment
- ✓ Enable seamless expansion and upgrade efforts
- ✓ Proactive escalation of potentially at-risk cases

### + Emergency Response

#### GET IMMEDIATE HELP WHEN YOU NEED IT

Despite your best planning efforts, unexpected issues can happen. If you experience a critical failure, nothing is more important than recovering quickly. Our global team or Senior Support Engineers respond within minutes to help resolve your issue.

- ✓ 24X7 global coverage
- ✓ Resolve failed upgrades and disaster recovery
- ✓ Exclusive access to Product Development team

### 🕒 Fast Resolution

#### SUPPORT CASES SHOULDN'T BE A DISTRACTION

Businesses need to react quickly, and swift resolution of priority support issues is essential to enabling your users. Premium Support takes you out of the standard support queue. Our dedicated support team provides industry-leading SLAs to rapidly resolve your issues.

- ✓ Dedicated team of Senior Support Engineers
- ✓ Access to our fastest SLAs
- ✓ 1:1 hands-on issue resolution

### 📊 Optimal Environment

#### PROVIDE YOUR USERS THE BEST EXPERIENCE

Limited visibility into key performance drivers can lead to unnecessary costs and a poor end user experience. Through regular deployment reviews, we analyze usage data and deliver actionable recommendations to optimize your environment.

- ✓ Regular deployment reviews
- ✓ Analyze case escalation data and identify trends
- ✓ Inefficiency insights to improve performance

### 🤝 Support Partner

#### BRING SCALE AND EFFICIENCY TO YOUR TEAM

Your environment must provide value to your end users. Stale data, underperforming workbooks, and delayed data extracts can lead to frustration. We learn your system inside-and-out to provide personalized support and correct areas that tend to fail silently.

- ✓ Root Cause Analysis
- ✓ Prioritized feature request and pre-release access
- ✓ Exclusive programs, forums, and community group