

Premium Support



COMPLETE ACCOUNT CARE YOU CAN RELY ON

When data insight is mission-critical, you need support from trusted experts that know your online environment as well as they know Tableau. Premium Support provides your organization with an assigned expert who will provide expert guidance on best practices and oversee issues. Premium Support lets you take comfort knowing you have 24x7 support, faster response times, and access to the Tableau Development team.

PROACTIVE ACCOUNT CARE

Technical Account Manager (TAM)

From installation and upgrades to expansion and daily usage, TAMs understand the needs of your business. Your TAM works directly with your organization to proactively identify and resolve blocking issues as quickly as possible. They are your trusted and cross-functional advocate that will guide you to success.

Deployment Reviews

Your TAM will review your environment at least twice annually to recommend configuration changes, upgrades, and environmental expansions.

Recurring Status Calls and Service Reports

Schedule a weekly call to review issues, strategy, projects, and goals. Access real-time services updates, recommendation details, and completed casework and deliverables.

Upgrade Assistance

Your TAM will guide you through best practices, optimal server setup, known issues, assist with the upgrade process, direction, and road map discussions.

Strategic Planning

Based on their deep knowledge of your account, your TAM will offer long-term strategic planning. They will analyze existing usage trends and recommend change management practices. They proactively guide you through strategies to improve the environment for scale and availability.

Special Programs and Exclusive Community Group Access

Receive access to upcoming product news and features, including opportunities to participate in and provide feedback on early releases of Tableau products and services. You will also have access to our exclusive online community to discuss common issues and access important resources.

SUPPORT CARE

Senior Support Team

Support cases are routed to our Senior Technical Support Engineers who work closely with your TAM so they know your environment and setup, and can quickly resolve any critical issues.

24x7 Mission Critical Phone Support

In the event your production deployment of Tableau goes down or severely impacts your business, you can call our designated phone number any time of day or night. With a targeted response of 30 minutes for P1 issues and 2 hours for P2 issues, we will get you back up and running in no time.

Case Escalation and Oversight

Your TAM and the Senior Technical Support team will work with you on your cases. The TAM ensures Targeted Response Times are met for Priority 1 & 2 issues and appropriate action plans are in place. For mission-critical issues that require immediate attention, your TAM escalates the issue for rapid response.

Onsite Escalation Management

For extremely critical P1 issues which can't be resolved remotely in a time-sensitive manner, we'll send the necessary resources onsite to investigate and resolve your issue so your Tableau environment is back up and running as quickly as possible.

PRODUCT CARE

Tableau Roadmap participation

Stay informed on the newest releases, schedules, and any other product highlights by joining exclusive, quarterly webinars hosted by the Tableau Development team.

Prioritized Feature Request Review

Tableau's Development team regularly reviews and provides feedback on your feature requests.

Product Feedback Sessions

Meet with the Product Manager responsible for feature development and discuss your needs and possible solutions with the Tableau team.

SUPPORT AND CARE OFFERING COMPARISON

PLAN BENEFITS	Standard Support	Extended Support	Premium Support
Contact Options	Web support	Web support	Web+Phone Support
Communities and Knowledge Base	✓	✓	✓
Coverage	Business Hours	Business Hours + 24X7 (P1 only)	Business Hours + 24X7 (P1 & P2)
P1, P2 Issue Response Time*	P1 - 8Hr; P2 - 24Hr	P1 - 2Hr; P2 - 8Hr	P1- 30Min; P2-2Hr
P1, P2 Issue Update Frequency*	P1 - 24Hr; P2 - 72Hr	P1 - 24Hr; P2 - 48Hr	P1 - 2X Daily; P2 - 24Hr
Named Contacts	3	5	5
Technical Account Manager			✓
Recurring Status Calls and Service Reports			✓
Strategic Planning			✓
Special Programs and Forum Access			✓
Deployment Reviews			✓
Upgrade Assistance			✓
Senior Support Team			✓
24X7 Mission Critical Phone Support			✓
Case Escalation and Oversight			✓
Onsite Escalation Management			✓
Product Roadmap Participation			✓
Prioritized Feature Request Reviews			✓
Product Feedback Sessions			✓

*P1 and P2 Issues are Priority 1 and Priority 2 Issues as defined in the [Tableau Technical Support Policy](#).

FROM OUR CUSTOMERS

“Our assigned TAM has been exceptional to work with. We have bi-weekly calls to review the status of important items and also to learn valuable information about our usage of Tableau. Overall, our TAM makes all of our needs a priority.”

— Mark N., Current Customer

“Our TAM gives us great insights into new upcoming features so we can incorporate them proactively into our overall business strategy.”

— Amanda R., Current Customer

GET STARTED

Reduce risk or downtime and get the help you need, when you need it most. To learn more or get started with Premium Support, contact your Sales Account Representative.



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