

Premium Support

Complete account care you can rely on

You want the quickest and safest path to a successful deployment that enables business impact while mitigating risks. Premium Support provides your organization with 24x7 support, faster response times, access to the Tableau Development team, and an assigned technical expert who will provide expert guidance on best practices and oversee issues. Premium Support serves as a critical investment for organizations looking to build a data culture.

Risk mitigation

Proactive planning

We guide you through important decisions for managing your deployment so you can avoid outages before they happen. Whether you're rolling out an upgrade, expanding your footprint, or onboarding new users, properly preparing your environment can prove challenging. Our team will proactively escalate your potential at-risk cases before they can slow you down. Premium customers also have access to Root Cause Analysis deep-dives, which help ensure that when a problem is resolved, it won't come back again. Your assigned Technical Account Manager (TAM) will also help audit and document your current environment, enable seamless expansion and upgrade efforts, and coordinate product updates and release planning.

Emergency response

Minimize downtime

If your Tableau Server goes down, the impact on your business can be costly. Should an outage happen, our global team is on call 24x7 to help you recover immediately and minimize downtime for your users. Our global team of senior support engineers responds within minutes to collaborate with you until you're satisfied with the resolution.



Fast resolution

Dedicated support team

Our dedicated team of senior support engineers makes sure your issues are resolved quickly for high priority cases. Premium Support takes you out of the standard support queue and into a prioritized queue just for Premium customers. Our dedicated support team offers industry-leading SLAs to resolve any issues you face rapidly. We'll keep you moving fast so you can innovate and implement with purpose.



Optimal environment

Deployment reviews

We provide regular deployment reviews with insights and recommendations to improve the health of your environment. Our team surfaces inefficiencies by analyzing usage trends and delivering actionable recommendations. We focus on optimizing your environment by analyzing case escalation trends and providing inefficiency insights so you can focus on your business.



Support partner

Technical account management



We provide scale to your team by managing your support caseload and monitoring your performance. Through our partnership, we'll get to know your system inside-and-out. This allows us to provide personalized support and correct areas of your environment that can fail silently. Your TAM will provide you with regular status on cases and open items, license key management, product roadmaps, and pre-release access.

		STANDARD	EXTENDED	PREMIUM
SLA'S AND COVERAGE	PROGRAM DETAILS			
Named Contacts		3	5	5+
Contact option		Online	Online	Online Phone
Hours of Operation		8am – 5pm (Mon – Fri)	24x7 (P1)	24x7 (P1 & P2)
Response Time (P1/P2)		8 Hours / 24 Hours	2 Hours / 8 Hours	30 Min / 2 Hours
Follow Up Time (P1/P2)		24 Hours / 72 Hours	24 Hours / 48 Hours	4 Hours / 24 Hours
RISK MITIGATION	PROACTIVE PLANNING			•
Audit and document current environment				•
Enable seamless expansion and upgrade efforts				•
Coordinate product updates and release planning				•
Root Cause Analysis				•
Proactive escalation of potentially at-risk cases				•
EMERGENCY RESPONSE	24x7 GLOBAL COVERAGE		•	•
Resolve failed upgrades and assist with disaster recovery		•	•	•
Onsite escalation management for critical issues				•
Access to Tableau Product Development team			•	•
FAST RESOLUTION	DEDICATED SUPPORT TEAM		•	•
Our fastest SLAs				•
Deep Tableau domain expertise		•	•	•
1:1 hands-on issue resolution		•	•	•

OPTIMAL ENVIRONMENT	DEPLOYMENT REVIEWS	•
Analyze case escalation trends		•
Provide usage and inefficiency insights		•
Recommend performance optimizations		•
SUPPORT PARTNER	TECHNICAL ACCOUNT MANAGEMENT	•
Provide regular status on cases and open items		•
Assist with license key management		•
Share product roadmap and pre-release access		•
Special programs and forum access		•
Exclusive community group		•
Prioritized feature request reviews		•