



SUPPORT AGREEMENT CASE STUDY

PARTNERING FOR UNMATCHED QLIK SUPPORT



Background

With a dedication to helping you find **The Definitive Answer**, **RIC Consulting** accelerates business value through data. As a recognised leader in Business Intelligence in South Africa offering cutting-edge Qlik solutions and support, the team of experts delivers **Really Intelligent Consulting**.

RIC Consulting offers Qlik solutions, specialist consulting, and software support services across a broad- spectrum of industries. For more than two decades, the **RIC Consulting** team has helped customers tell the stories that live in their data.

Challenges

The greatest drawback of traditional tech support agreements is a distinct lack of relationship. When an issue arises, a support ticket is raised with a call centre, and a random (albeit professional) support agent/engineer/specialist/manager contacts you to deal with the issue.

This means that every support interaction starts with a lengthy explanation of what your business does, why you need support, and – with regards to Qlik support in particular – what you need a particular model to be doing, how and why.

This is a painstaking process that leads to a is not only inefficient, but often exasperating too.

Solution Overview

Customer Names

EIE Group
OMEGA Risk Solutions
Fidelity ADT
AFRUPRO (PTY) LTD
GOSCOR
Kyocera

Industries

Various

Geography

Johannesburg, South Africa

Function

Management, Procurement, Human Resources, Finance, Services

Challenges

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Solution

RIC Consulting has developed a unique, relationship driven support agreement model that wholly transforms the tech support experience

Results

No more call centres, no need to re-explain what your business does every time a call is made, just efficiency, partnership, and reliability.

Solution

RIC Consulting has developed a unique, relationship driven support agreement model that wholly transforms the tech support experience. Featuring ongoing monthly support services for customers' Qlik environments, the model offers a dedicated consultant.

RIC Consulting Support Consultants are specifically allocated to the customer for a predetermined time, at a fixed monthly cost. With this approach, clients can rest assured that their Support Consultant is 100% focussed on their business' needs during the allotted consulting hours.

The **RIC Consulting** team is dedicated to delivering instant assurance, offering superior support. The following services are included in its Support Agreement:

- Troubleshooting any Qlik issues experienced by the customer
- Add-ons and advancements to existing QlikView Models/Qlik Sense Apps
- Changes and corrections to existing apps
- General maintenance and administrative duties on existing apps
- End user and/or tailor-made technical training on existing apps or other Qlik Products

Benefits

RIC Consulting dedicates a Qlik Technical Support Consultant to each customer. No more call centres, no need to re-explain what your business does every time a call is made, just efficiency, partnership, and reliability.

The benefits of this approach include:

- This innovative support model promotes productivity and proactivity, with the Support Consultant onsite at the customer for a predetermined amount of time every week/month.
- Building a relationship with a specific Support Consultant ensures s/he has intricate knowledge of the customer's business, understands how the customer likes things done, and ensures that true partnership is built.

- This partnership guarantees that both customers and consultants enjoy ease of reference, building on the previous month's tasks, rather than re-initiating conversations with a new consultant at every interaction.
- With an existing relationship in place, customers feel more confident to contact their Support Consultant when assistance is required, without needing to call a generic call center.
- With an external perspective, excellent technical skills, and a strategic approach, highly effective Qlik solutions are developed, different perspectives and fresh ideas are provided, and real business needs are answered – even when solutions to complex issues are sought.
- Highly experienced Support Consultants come to customers with invaluable learnings from other customers and other industries, ensuring the best solutions are found.
- With an inquisitive approach, the Support Consultants question the motives, purpose, and outcomes of proposed solutions to ensure they are built to deliver the right data, at the right time, to the right users.
- As Qlik experts, the Support Consultants help customers build more accurate models, drive greater engagement, and present the results in a highly palatable format.
- With in-depth experience, the **RIC Consulting** Consultants interpret customers' needs faster, while identifying and eliminating inefficiencies – including automating manual tasks that customers were not aware could be automated.
- From a training perspective, the approach has proven to be highly beneficial to customers' internal departments, empowering them to become more self-sufficient.
- The Support packages offer huge financial and efficiency benefits, being more cost effective with a faster time to value.

Support Packages

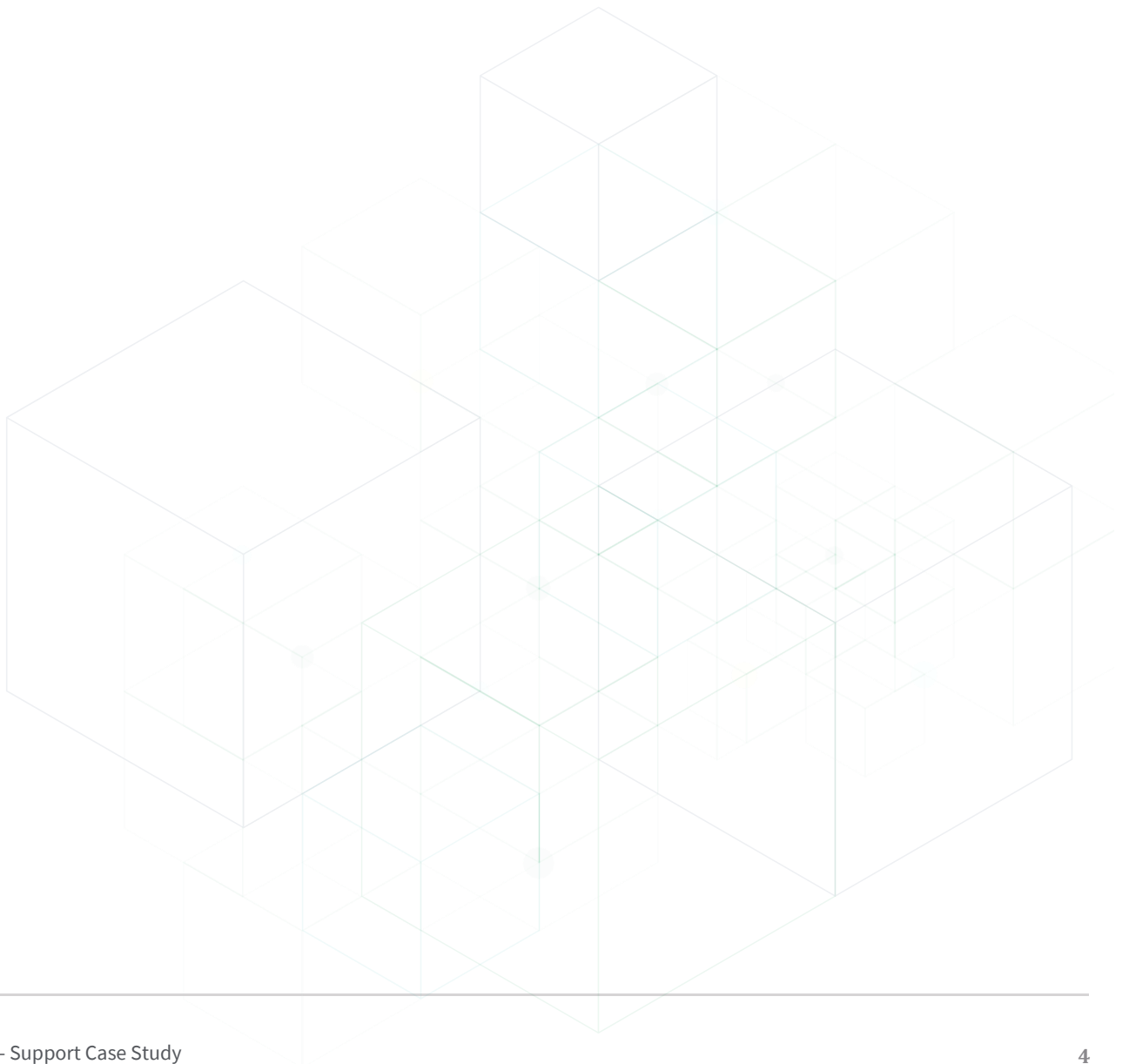
The support package is based on a pre-determined number of hours at a fixed monthly cost. The duration of the agreement is determined by the customer, based on current and future Qlik consulting requirements.

Contact Us

Let us help you embrace the world's fastest growing business intelligence solution.

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Customer Testimonials



“It is very satisfying to work with the **RIC Consulting** team. The personal interaction is great, and our Consultant helps us to look at things in different ways. There is just something about that personal connection, having someone who understands your way of thinking and how you approach things, why you are doing things in a certain way. With the help of our Consultant we get better turnaround times in delivering business solutions and develop internal skills which enhances self-sufficiency.”

Thea Heyns-Galanakis, Business Analyst, EIE Group



“Having the same Qlik Consultant onsite means we are able to build a lot of momentum and traction on projects. We are not always reintroducing a new person to our business every time assistance is needed. In our experience, the **RIC Consulting** consultants are experts, offering real guidance and acting as valued members of our team, rather than simply being someone who can code.”

Ian Dury, Manager: Business Support, KYOCERA Document Solutions South Africa



“The combination of a product specialist and an experienced business analyst results in high return on investment. The team dynamic is great, and a major benefit is that the business has a highly skilled individual as a back-up who not only understands the architecture of the business but also respects the need for speed when dealing with a challenge. This is a win-win scenario.”

Mariana Pretorius, Consultant, GOSCOR



“To us, the greatest benefit of the **RIC Consulting** Support Agreement model is the peace of mind, knowing that if something goes wrong I have a back-up – not just any back-up, but one who knows how the system and our business work. Initially our consultant put in a lot of effort to understand how the system works, and the code in the background. Now we are reaping the benefits. We certainly get value for money, and I personally sleep easier at night knowing that when we need anything, at any time, our Qlik Consultant is available.”

Hannelize Marcus, Group Financial Accountant, OMEGA RISK SOLUTIONS



“With the **RIC Consulting** Support Agreement in place, we proactively consider improvements on a regular basis, and can tackle issues that we’d previously put on ice. Even though we have dedicated time with our Consultant, we still have the option to call **RIC Consulting** if we have any ad-hoc issues. From **RIC Consulting**, we have one of the best Qlik Consultants that I have ever worked with – and I have been involved with Qlik development for 12 years. He is experienced, professional, connected across many customers and industries – and to top it off, we’ve got a wonderful relationship.”

Jeanine Mouton, Senior Business Intelligence Analyst, FIDELITY ADT



“The most beneficial element of Afrupro’s Support Agreement with **RIC Consulting** is having the same Consultant coming to our office for a week at a time. He engages with staff who need assistance with Qlik apps, and, in the end, this ensures a more accurate product is produced. With expert knowledge, and having taken the time to understand our business, we never have to ask for the same thing twice. We are incredibly happy with the service that we’ve received and are definitely satisfied with what we’ve achieved to date.”

Chantelle van der Linden, Financial Manager, AFRUPRO (PTY) LTD



About RIC Consulting

As a leading provider of business intelligence **RIC Consulting** provides cutting edge solutions. Unlike other BI companies, **RIC Consulting** offers software with an intuitive, non-linear, in-memory approach. That way data over multiple business disciplines is analysed and consolidated more rapidly from any data source to provide forecasts, trends and what-if scenarios in the form of comprehensive and state of the art graphics, charts and graphs.

RIC Consulting empowers business users to stop guessing and start knowing how to make faster, smarter decisions through the unprecedented business insight their software systems provide.

www.ricconsulting.co.za



About Qlik

Qlik is on a mission to create a data-literate world, where everyone can use data to solve their most challenging problems. Only Qlik's end-to-end data management and analytics platform brings together all of an organization's data from any source, enabling people at any skill level to use their curiosity to uncover new insights. Companies use Qlik to see more deeply into customer behaviour, reinvent business processes, discover new revenue streams, and balance risk and reward.

qlik.com

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