

Tableau Assurance

Your Tableau environment is critical to the success of your business. You need a support team who can assure that your environment will be stable and available. CoEnterprise's industry-leading Tableau Assurance plans are designed to be flexible, cost effective and scalable to support your business needs.

Support Services and Advocacy

Our dedicated, US - based team of Support Engineers have many years of Tableau data analytics experience and are here to ensure that you feel supported every step of the way, from the very basic to the most complex environments. With CoEnterprise Tableau Assurance, you gain access to a dedicated engineer who understands your environment, architecture, topology, industry, and business processes, enabling you for success from day one.

Regular review meetings and high level executive summaries are included to ensure your organization is covered on all things Tableau. Additionally, we serve as your advocate when dealing with Tableau, working on your behalf to bring greater efficiency and best practices to your business.

Consulting Services

Each Tableau Assurance customer receives consulting hours to use at your discretion. Use the hours as needed to create a new dashboard or data sources, work through calculation issues, get feedback on how to improve workbooks, or use the hours to complete complex development tasks.

Server and Desktop

Our Support Engineers are here to assist you with troubleshooting all of your Tableau issues. We help identify poorly performing dashboards, review user concurrency issues, identify and remedy data source scheduling, queuing issues and more – simply let us know and we'll triage the issue. We also provide analytics and data source best practices assessments for your dashboards and servers.

A Sample of Services Provided By CoEnterprise Assurance:

Server

- Product Sunset and Patching Notifications
- Quarterly Server Upgrades
- Bi-annual Server Reviews
- Health Assessment and Capacity Planning
- Environment and Deployment Review

Desktop

- Identify causes for slow dashboard performance
- Best Practices Support in Dashboard Design
- Data Source Design Support
- Calculation Support

CoEnterprise Tableau Assurance

	Business	Plus	Premium
Support Services			
Problem Management Services Triage, troubleshoot, and escalate production issues	✓	✓	✓
Tableau Server Services Identify: optimal process configuration, slow -performance, extract issues and scheduling opportunities. Review configuration practices	✓	✓	✓
Tableau Desktop Services Identify: slow performing dashboards, review dashboards and data sources for best practices and aid with calculations	✓	✓	✓
Consulting Services			
New Project Work Use a bucket of consulting hours to be utilized at your discretion for the above server or desktop services depending on your plan	Server 24 hrs annually Desktop 24 hrs monthly	Server 24 hrs annually Desktop 36 hrs monthly	Server 48 hrs annually Desktop 48 hrs monthly
Product & Patch Services			
Tableau Update Services Product sunset and patching notifications	✓	✓	✓
Tableau Patch Implementation Services Provide quarterly Tableau server version upgrades <i>* Client is responsible for all QA testing</i>	✓	✓	✓
Infrastructure & Communications Management			
Product Support Services On-Call support of production server environments		Mon - Fri	7/365
Account Management			
Server Health Assessment and Capacity Planning 42 point server performance & deployment assessment	Annual	Annual	Bi-Annual
Regular Meetings to Review Open Issues	✓	✓	✓
Summary Management Level Reporting	✓	✓	✓
Availability			
Standard Business Hours Monday - Friday, 8am - 5pm	✓	✓	✓
Production Down Emergency Support	8am - 5pm Mon - Fri	24 hrs Mon - Fri	24 hrs 7 / 365
Response Times Initial response time in hours (up to)	4 hrs – Low 2 hrs – High	3 hrs – Low 1.5 hrs – High	2 hrs – Low 1 hr – High