

Customer Success Grant - POC Technical Support

Grant Details

Goal of this document is to outline program details, grant requirements and any expectations of applicants that you can also use to prepare your application to request resources & support.

What You Get

- Support for your proof of concept from our internal Specialists
- Access to our professional partner network and best-in-class talent pools
- Experts review your program submission and provide guidance on structure
- ... and more!

What You Gain

- Answers to your questions and confidence to use Tableau
- Acceleration for your POC (Proof of Concept) efforts
- Confidence to drive data and analytics innovations
- ... and more!

Why You Should

- Network of established Specialists to provide a safety net of support
- On-the-spot responses to your questions and uncertainties
- Objective perspective regarding your ideas
- You'll learn what you really need to look for when choosing an analytics platform

Today vs. Future State

Today, you find yourself reminiscing about all of those innovative ideas and ignored concepts you've had in the back of your mind for years. Even if you wanted to test out an idea for a product, or feature, you are largely on your own to support that effort. Wouldn't it be nice if you had the ability to unlock full human potential? What if you could find answers to your questions, accelerate your testing and ultimately, understand why Tableau is the right platform for you to do so. Now, you can tap into the Specialists at Tableau, and leverage our vast knowledge base to ensure your POC (Proof of Concept) is efficient and effective.

Program Description

Receive support for your POC (Proof of Concept) with Tableau. We are here to support you with our pool of accomplished Tableau employees and an additional best-in-class partner network to fall back on. Approved POC will receive the technical support they need to be effective and accelerate completion. Not only will we enable you to execute ahead of schedule, we'll empower you with the competence and confidence to achieve success!

Fill out an application to tell us what you want to achieve, your scope of audience and what resources you think you might need in order to be successful. We will do our best to pull in talented resources to support you!

How It Works

Today's organizations are seeking to fully leverage their two greatest assets, their people and their data. To do so, they're seeking a modern analytics platform that can empower the entire enterprise. Our team at Tableau will support your evaluation period and ensure that the right expertise is available to you throughout your evaluation.

The Tableau team can even help you structure your POC and help you focus on finding an enterprise-ready platform that supports business agility without sacrificing governance or security. Here are five things to consider when evaluating a modern analytics platform.

Can you visually explore your data?

Choose a visual analytics platform that lets you naturally solve problems. This platform should let you visually explore your data, offering visual feedback as you go and helping you uncover insights. It should also enable you to share your findings by creating beautiful visualizations—all from the same intuitive interface and without the need to switch between different products for different types of analysis.

Don't just watch a demo; sign up for a free trial and take the tool for a test-drive. Try to answer a set of questions, not just one. See if you can dive deep into your analysis and conduct limitless exploration without coding or programming knowledge.

Do the deployment options support your existing data strategy?

Even the most powerful analytics tool is useless if it can't easily connect to your data. The right analytics platform offers optimized native connections to your data, no matter where it lives, so you can get to your analysis faster. It lets you analyze your data live without having to bring it in-memory. And it queries your databases with optimized performance to help you make the most of your database investments.

This platform should also give you the choice to deploy your analytics wherever you want—in the cloud, on-premises, or a hybrid of both. It should integrate seamlessly with your existing data strategy instead of forcing you to change or buy additional products. It should also embed easily into your company portals and other enterprise applications so you can meet your users where they are.

Does it enable governed self-service analytics at scale?

In order to maximize the value of your data, you need to deploy governed self-service analytics at scale. And in order to empower the entire organization, you need an analytics tool that the business loves and IT trusts.

The right platform empowers organizations to take an IT-enabled, business-led approach to analytics. It enables IT to

establish a secure and governed environment that protects the data and ensures its integrity without compromising business agility and innovation.

The right platform enables everyone, even non-analysts, to have conversations around data and leverage insights. It helps organizations foster a culture of analytics and make data central to everyone's business decisions.

What is the total cost of ownership?

When evaluating platforms, consider the total cost of ownership. Don't just base your decision on the price tag; conduct a full comparison. Add in all the other extra components that you'd need to make that free platform work in your enterprise environment—both now and in the future.

Free tools can add up to a big cost. They often require more products, people, and infrastructure to meet your enterprise-grade requirements. And you'll likely have to figure out how to make everything work on your own.

Is the company committed to the success of its customers?

Invest in a company that is invested in your success. Choose a company with a mission to empower people with its analytics platform. Has the company invested years of research and development into its analytics platform? Does its history indicate the company will continue to innovate? Does it prioritize user enablement to help customers drive adoption?

Rely on the experience of your peers. Are the customers passionate? Have they had success with the product? Their passion and enthusiasm are a direct indication of the success they've had with the product as well as the demand for the skill. It also means they've built up a rich knowledge base that you can then leverage to drive your own adoption and success.

Program Example

Frequently Asked Questions

Link to Additional Information:

<https://www.tableau.com/learn/whitepapers/evaluation-guide-how-choose-right-modern-bi-analytics-platform>

Grantor Contact Information:

If you have difficulty accessing the full announcement electronically, please contact: ggani@tableau.com

Resource Opportunity Number:

BP-POC-20-014

Posted Date:

August 3, 2020

Resource Opportunity Title:

POC Technical Support

Last Updated Date:

August 3, 2020

Supporting Blueprint Pillar:

Agility

Original Closing Date for Applications:

December 31, 2020

Subcategory:

Deployment

Current Closing Date for Applications:

December 31, 2020

Opportunity Category:

Discretionary

Funding Instrument Type:

Grant

Category of Funding Activity:

Agility

Cost Sharing or Matching Requirement:

No

Expected Number of Awards:

5

Application Required:

Yes

Version:

Synopsis 1

Blueprint Value Number(s):

1.004 - Programs to Improve Deployment Capability

Eligibility

Eligible Applicants:

Others (see text field entitled "Additional Information on Eligibility" for clarification)

Additional Information on Eligibility:

CSM Support Customer Accounts
