



SP Insights offers a flexible QuickStart support package which is designed to help new customers make the best possible use of the system as quickly as possible and help them maximize the return on their investment in TIBCO Spotfire.

The QuickStart support package provides access to an experienced Spotfire consultant who is available to help ensure your organization gets started with Spotfire quickly and easily.

The support package offers a flexible support approach where the customer purchases a number of hours access to an experienced Spotfire consultant which can be used on a flexible basis during the first 3 months. This time can provide support and assistance as required through a combination of onsite and remote support.

The range of services can be tailored to the customer's specific needs, and amended as necessary, but can include:

- Spotfire QuickStart enablement sessions
- QuickStart training
- Initial Data Connector setup
- Initial analytic development
- Analytic development support
- Ongoing access to help and advice

### **Spotfire QuickStart enablement sessions**

These short "Introduction to Spotfire" presentation and demonstration sessions are designed to introduce your analyst and business users to Spotfire to help build awareness of the full capabilities of Spotfire, without having to complete a full Spotfire training course. These sessions give an overview of the capabilities of Spotfire and demonstrate how quickly and easily dashboards can be created using TIBCO Spotfire, and are the ideal way to expand awareness and utilization of Spotfire across your organization.

These sessions can be delivered face to face or via Webex depending on the location of the participants and can be tailored to your specific needs, including use of your own sample data if appropriate.



### **QuickStart training**

TIBCO recommends that all analysts involved in developing Spotfire analytics complete at least the Spotfire Basic training courses (SP121 and SP131). However, some users will often want to get started quickly and then learn as they go.

For these users, a short, half day QuickStart training session can give them all the basic information and skills they need to get started, including accessing, transforming and loading data, creating visualisations, adding dashboard controls and sharing the results with others.

These sessions are usually conducted in an interactive, face to face classroom environment, giving participants the opportunity to get hands-on experience using Spotfire.

### **Initial Data Connector Setup**

A key initial step in using Spotfire is to be able to connect to data sources and load and if necessary transform data ready for analysis. Some organisations prefer IT to retain central control of data access and in this case getting initial data connections setup can be a key priority.

Under the QuickStart package, a Spotfire Consultant can assist with getting these data connectors set up quickly and in the most efficient way.

### **Initial analytic development**

Having made an initial Spotfire purchase, customers often have a specific use case or dashboard in mind that was the initial requirement that led to the purchase. That dashboard often needs to be delivered quickly and presented to the sponsors of the project to ensure their continued commitment to the project. If required these initial dashboards can be developed by a Spotfire consultant as part of the QuickStart package to help kick start delivery of the project deliverables and visibility of Spotfire's capabilities.

### **Analytic development support**

New users frequently benefit from being able to get specific support and advice on how to build their own analytics, including advice on the best ways to access, transform and load data, build interactive visualisations, add dashboard controls and incorporate advanced analytical capabilities to meet their specific needs.

Under the QuickStart package, users have access to support whenever they need it as they start to build their initial dashboards

This support can be provided on an as needed basis through 1:1 support and/or regular Q&A workshop sessions. This can be provided through face to face, Webex or email sessions as required.



**Ongoing access to help and advice**

Over time, business analytics requirements often become more demanding, requiring users to start taking advantage of Spotfire's more advanced capabilities, including use of advanced data loading techniques, data caching and statistical modelling. Having ongoing access to a Spotfire Consultant who can provide support and recommendations on the best use of these advanced capabilities during the initial design phase can ensure optimal performance for more advanced analytics requirements.