



## OnCall for Amazon QuickSight

### AT A GLANCE

Charter Solutions' OnCall for Amazon QuickSight is for clients that need expert implementation, development and assistance for all aspects of QuickSight. With this service, you can quickly access expert QuickSight support on an as-needed basis.

#### Key Benefits

- ▶ Faster dashboard development
- ▶ Reduced learning curve
- ▶ Expert help when needed

#### Key Features

- ▶ On-demand expertise in designing and managing Amazon QuickSight
- ▶ Best practices for visual analysis of data
- ▶ Deep expertise in QuickSight calculations and performance
- ▶ Quarterly review and success planning meetings

### BUSINESS CHALLENGES

**Building and maintaining employee skills in an increasingly dynamic market.** Understanding how to use available tools combined with the best ways to deliver insights is needed to be effective. Having access to expert knowledge in analytics tools, clear visual presentation of data, and common business functions is important to success.

**Obtaining the necessary knowledge exactly when you need it.** Often the gap between what you know and what you need to know can cause slowdowns that significantly impact productivity. The ability to access an expert that will help you quickly determine the right path is critical for an agile and responsive organization.

### SOLUTION OVERVIEW

OnCall for Amazon QuickSight provides support for the following areas<sup>1</sup>:

- ▶ Amazon QuickSight configuration
- ▶ Dashboard builds
- ▶ Dashboard and data-source configuration
- ▶ Assistance in dashboard development and visualization tool use
- ▶ Amazon QuickSight coaching and mentoring
- ▶ Work review and advice
- ▶ Quarterly review and success planning sessions

Contact us at [sales@chartersolutions.com](mailto:sales@chartersolutions.com)

<sup>1</sup> Work requests outside of this scope will be treated as an additional work-stream and governed by a separate Statement of Work (SOW) agreed upon by both parties.

## SOLUTION OVERVIEW (CONTINUED)

### Support Window

We will provide support during the business hours of 8 AM to 5 PM CT, Monday through Friday<sup>2</sup>. You have the option of meeting with our consultants via web conferencing, coming into our offices, or, under certain conditions, we can dispatch them to your site<sup>3</sup>.

## RELATED SERVICES

### OnCall for Amazon Web Services

Charter Solutions' OnCall for Amazon Web Services (AWS) is a service for clients that need expert support and assistance for analytics, machine learning, and data management on AWS. With this service, you can quickly access AWS support on an as-needed basis.

## INTERESTED IN LEARNING MORE?

Contact us at [sales@chartersolutions.com](mailto:sales@chartersolutions.com)

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<sup>2</sup> Excluding holidays

<sup>3</sup> For all requests that require travel, the costs will be charged back to the customer at actual cost