tableau
SOFTWARE

Upgrade Assistance Program
Tableau Server

Work directly with our Tableau Support team to upgrade to the latest version with ease. Available to current customers with Maintenance, this complimentary program takes place remotely through two scheduled phone sessions.

Upgrade with ease - let us help.

Session 1 - Environment Consultation and Planning
In this one hour phone session, we'll determine the best upgrade process for your organization. Our team will examine your environment and recommend changes tailored to your needs and the product changes. We'll cover the new features and create a pre-upgrade checklist, ensuring you have the necessary items and credentials for an easy transition to the new product.

Session 2 - Completing the Upgrade
In this second session, we'll take you through the upgrade steps. We encourage you to utilize a test environment to walk through the upgrade process.

Test Environment
This program will utilize your test environment. This allows you to become familiar with the upgrade process, verify that the upgrade will work in your production environment and avoid outages to your production machine. If you do not have a test environment established, we'll send setup instructions prior to the upgrade.

Get Started
This program is free for existing customers that have active Maintenance and an existing installation of Tableau Server. We'll schedule the planning call for one hour, and the upgrade execution call for two hours. These calls may take place in the same day, or whenever your schedule allows.

Contact
To learn more or sign-up* for Upgrade Assistance contact your Sales Account Representative or email Customer Success at **customersuccess@tableausoftware.com.**

*This complimentary program has limited availability, and cases are assigned on a first come first served basis.
For urgent or complex upgrade requests, please contact our *Professional Services* team.