Authorized Support Partner (ASP) Program

Enterprise grade support service where and when you need it

Authorized Support Partner Program

The Authorized Support Partner (ASP) program enables partners, who demonstrate deep product expertise and troubleshooting skillset, to support your Alteryx solutions.

Support With Customer Satisfaction In Mind

The ASP program allows Alteryx to extend enterprise-grade support to global customers around the world, in a local language. The partners in the ASP program are in your time zone, speak the local language, and can quickly address your mission critical issues. ASP partners are backed by the Alteryx Customer Support organization.

ASP partners provide the following for the needs of our global customers:

- Partners offer a single-point-of-contact for multi-vendor support and services

- Partners offer an online Customer Support Portal for case submission and escalation support to Alteryx

- ASP Support partners promptly triage the issue, resolve the issue, or seamlessly escalate the break-fix issue, or advanced-configuration issue to Alteryx support

- Available 24 hours x 7 days x 365 days for Severity 1 support issues. (*Requires Partner Standard Plus Support)

- ASP support engineers maintain active product certifications

- ASP partner support engineers receive the same break-fix, and pre-release product training, as their Alteryx support peer group.

- ASP Support partners meet monthly with Alteryx to address any outstanding support issues

- To maintain the highest customer satisfaction, Alteryx will sends periodic satisfaction surveys to ASP support customers

- Of course, we all have the benefit of a world-class Alteryx Community for self-service assistance

Our Mission

The Alteryx Authorized Support Program ensures consistent support experience backed by Alteryx's support processes, tools and training to Partners for to provide best in class support for our experience to customers

Find The Partner That Is Right For You

Visit the https://www.alteryx.com/partners/authorized-support-partners to find the right Partner to meet your most enterprise support needs

About Alteryx Support Partners

Alteryx Support Partners have a passion for delivering exceptional support experiences for your enterprise mission critical applications.

Learn More

About Alteryx

As a global leader in analytics automation, Alteryx unifies analytics, data science and business process automation in one, end-to-end platform to accelerate digital transformation. Organizations of all sizes, all over the world, rely on the Alteryx Analytic Process Automation Platform to deliver high-impact business outcomes and the rapid upskilling of their modern workforce.

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