



Esri Premium Support

Essential, Plus, Advanced

Esri Premium Support complements and extends standard support by delivering enhanced coverage, deeper engagement, and faster response times—helping organizations maximize the value of their GIS investments and maintain mission-critical operations.

Designed to align with organizations of all sizes and varying business needs, Premium Support is offered through three flexible annual plans: **Essential, Plus, Advanced**

For customers requiring short-term, high-touch support, the Advanced plan is also available in 1-, 3-, and 6-month subscription options—ideal for system upgrades, platform migrations, and high-profile or critical events.



When your Geographic Information System (GIS) is disrupted, the impact extends across your entire organization—slowing operations, delaying decisions, and putting critical services at risk.

While Standard Support helps maintain day-to-day system health, organizations relying on high-stakes GIS workflows require a higher level of assurance. Esri Premium Support transforms GIS maintenance into a strategic advantage.

By minimizing disruption and accelerating resolution times, organizations can prioritize innovation instead of troubleshooting—ensuring mission-critical operations remain uninterrupted.

Organizations leveraging Premium Support reduce downtime, improve resolution times, and lower the operational cost of GIS incidents—delivering measurable business impact across the enterprise.



Esri Premium Support

Introducing the Plans



Elevate your support experience for deployments of all sizes and system criticalities

Essential

Minimize disruptions with unlimited access to expert resources available anytime

For organizations with a **small deployment** or **business-operational**¹ system

Plus

Faster response times & skilled coordination during critical situations to reduce risk

For organizations with a **mid-sized deployment** or **business-critical**² system

Advanced

Proactive, tailored support engagement that helps drive business outcomes

For organizations with a **global/large deployment** or **mission-critical**³ system



Premium Support understands your needs

- Complex enterprise deployment
- Emergency management operations or high availability system
- Geographically distributed user base
- High rate of case escalations
- Business or mission critical GIS system
- Low downtime tolerance or high cost of downtime
- Many stakeholders depending on ArcGIS system/apps
- Upcoming major upgrade or migration
- Weekend or after-hours support

¹ Business-operational system: System supports operational (not just individual) activities. Outages cause moderate disruption and reduce overall efficiency.

² Business-critical system: System contributes to revenue or compliance. Downtime or degraded performance disrupts business operations and reduces ROI.

³ Mission-critical system: System generates revenue or protects lives or property. Outages or underperformance can lead to significant financial, environmental, or human loss.

Esri Premium Support Comparison Table

Get the right level of support for your organization

Features	*Standard Support	Essential	Plus	Advanced
New software releases	✓	✓	✓	✓
Patches and services packs	✓	✓	✓	✓
Unlimited technical support	✓	✓	✓	✓
Premium authorized callers		One (1)	Two (2)	Four (4)
Unlimited Premium cases		✓	✓	✓
Premium Support analysts		✓	✓	✓
24/7/365 case submission		✓	✓	✓
Initial response time		Within 2 hours	By Severity	By Severity
Case updates within...		2 business days	1 business day	1 business day
Technical Account Manager			Pool of TAMs	Designated TAM
Follow-the-sun case progress			✓	✓
Proactive case monitoring				✓
Onboarding & discovery sessions				✓
Quarterly (or more) service reviews				✓
System Support Engineer Services				*Add-on

*System Support Engineer Services are available as an add-on under Premium Support Advanced (US customers only).

Get Premium Support

Consult your account manager to learn how Esri Premium Support can help deliver measurable outcomes.

Esri Premium Support Feature Descriptions

Features to address your organization's most complex needs and challenges

Unlimited Premium cases: There is no cap on the number of Premium cases that can be opened by the authorized caller(s).

Premium Support analysts: All cases are owned by highly qualified analysts in Esri's dedicated Premium Unit.

24/7/365 case submission: Premium cases can be opened 24 hours a day, 7 days a week, 365 days a year.

Premium authorized callers: Designated individual(s) authorized to open or convert cases as Premium.

Initial response time: 2 hours for Severity 3, 1 hour for Severity 2, and 30 minutes for Severity 1.

Case updates within: one (1) or two (2) business days, depending on the tier plan.

Designated TAM: An account-assigned POC that facilitates support issues by proactively engaging with the customer, account team, and technical resources across Esri.

Pool of TAMs: The customer has access to a pool of TAMs that provide case oversight in critical or escalated cases, coordinating with additional resources as needed.

Follow-the-sun case progress: Critical cases benefit from round-the-clock continuous progress. The customer must designate a corresponding POC that will work with our team.

Proactive case monitoring The TAM proactively promotes the progress of Premium cases.

Onboarding & discovery sessions: Designated TAM onboards the customer and conducts recurring sessions to maintain an understanding of the customer's goals and GIS environment.

Service reviews: Designated TAM conducts regularly scheduled reviews with the customer to discuss open cases, pending bugs, and the status of escalated issues.

System Support Engineer (SSE) Services: SSE Services provide focused technical guidance to support system stability and readiness. The SSE works with your TAM, Premium Support analysts, and other Esri technical resources to coordinate troubleshooting, develop runbooks, facilitate workshops, and support continuous improvement.

Esri Premium Support Driving Outcomes

Premium Support partners with you

Measurable Business Value

Maximize ROI: Optimize and extend the value of your existing GIS investment

Ensure Continuity: Maintain resilience across critical services

Protect the Bottom Line: Reduce the financial and operational impact of downtime

**2.5x
faster**

Case resolutions

Compared to standard, Premium Support provides 2.5x faster case resolutions.*

Esri Premium Support (2026)

*versus standard support, on average, in comparable ArcGIS Enterprise cases.



A Comprehensive Partnership Approach

Direct Access to Dedicated Experts: Dedicated technical oversight aligned to your environment.

High Engagement & Risk Mitigation: Minimizing risk through proactive planning and engagement.

Accelerated Response Times: Prioritized response and escalation management.

Strategic Guidance: Navigating complex challenges and optimizing workflows.



"It was clear to me from the start of this case that Esri [Premium Support] understood the critical nature of this incident and assigned highly skilled analysts to the case."

State of Hawai'i