# PREMIUM SUPPORT

Outcome-Based Support for Large Organizations and the Enterprise

Enterprise customers leverage widely distributed GIS environments to serve broad userbases and critical business operations. Esri Premium Support helps large organizations meet crucial requirements and safeguard their investment in ArcGIS. Premium Support's added service capabilities help enterprise customers achieve maximum uptime, seamless integrations, and efficient performance.
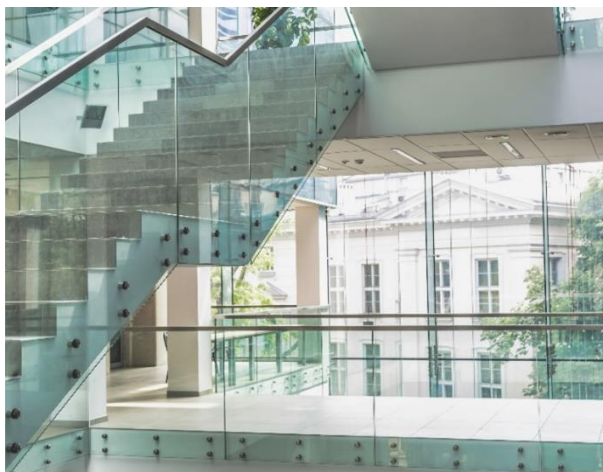
Challenges Facing Large Organizations

Deployment & Migration Issues

Delayed deployments, migrations, and upgrades impact the implementation of new technology and workflows. This prevents enterprise customers from fully leveraging ArcGIS.

Risk of System Downtime

For enterprise customers, maximizing system uptime is critical in day-to-day operations. System downtime impacts revenue and productivity. The cost of downtime outweighs the cost of support.

Complex Integrations

When solutions span multiple platforms and technologies, integrations play a key role in enterprise customers' ability to achieve their goals. When integrations break, solutions break.

Enterprise-Level Support

Premium Support provides a holistic approach that aligns with the needs of large organizations. It offers greater availability and advanced capabilities that dramatically improve key performance indicators and business results.

Qualified Resources

- ✓ Premium Support analysts
- ✓ Subject matter experts in enterprise technologies

Personalized Support

- ✓ Proactive Technical Account Manager (TAM)
- ✓ Recurring service review meetings

Greater Availability

- ✓ 24/7 availability, including weekends and holidays
- ✓ Around-the-clock case work

Prioritized Handling

- ✓ One-hour initial case response
- ✓ Daily updates for business-critical issues

Enterprise Customers Value Premium Support

98%

Service
Renewal
Rate

"Premium Support provides an extra cushion of support that helps us mitigate the risk to our emergency response applications. It enables us to receive the quick troubleshooting we need during emergencies and helps us build a stronger relationship with Esri..."

Ben Arril | Team Lead | GeoBC
Government of British Colombia

4.7/5

Customer
Satisfaction
Average

GET PREMIUM SUPPORT: To get Esri Premium Support, contact us at **Premium@esri.com**
or visit us at **https://support.esri.com/en-us/support-services/premium**