



PREMIUM SUPPORT

Outcome-Based Support for State and Local Governments

Economic Development | Infrastructure
Housing | Emergency Management
Environmental Agencies | Planning
Health Services | Land Administration
Public Safety | Public Transit

Municipal, regional, and state governments around the world use ArcGIS to serve their constituents and drive outcomes. From urban planning and land records to roads and highways, local governments use ArcGIS to shape workflows, policies, and engagement with their people.

Innovative government agencies partner with Premium Support to address their GIS requirements and safeguard their significant investment in ArcGIS. Premium Support's added service capabilities help local governments achieve maximum uptime, seamless integrations, and efficient performance so they can focus on caring for their communities.

Local governments value Esri Premium Support's holistic approach to technical issues and higher level of customer engagement. Year after year, they fully leverage and renew their Premium Support subscription:

ENROLLMENT RATE

30%

of Premium customers are local governments.

ADOPTION RATE

28

is the average number of cases per year that local governments resolve with Premium Support.

RENEWAL RATE

93%

of customers in local government renew their Premium Support subscription.

Understanding the Challenges Faced by Local Governments

Due to impacts to projects and daily operations, local governments request more support and escalate more cases in **Enterprise** and **Online** than any other technology. Most of the escalations in these technologies are attributed to issues associated with deployment, migration, complex integrations, and system downtime.



Complex Integrations

When solutions span multiple platforms and technologies, integrations play a key role in local government's ability to achieve its goals. Premium Support cases are addressed by senior support analysts with the breadth and depth of knowledge to understand the enterprise environments and complex integrations implemented by local governments.

Deployment and Migration Issues

Delayed deployments, migrations, or upgrades impact the implementation of new technology and workflows. This prevents local governments from leveraging their full stack of ArcGIS.

Risk of System Down

Maximizing system uptime is critical. ArcGIS is at the core of local government operations, so issues must be addressed quickly. Even a few moments may interrupt operations in the field and delay projects. Public-facing websites may come down, compromising both constituent care and the organization's reputation.

ENTERPRISE TECHNOLOGY

24%

of cases *logged* by local governments are Enterprise

31%

of cases *escalated* by local governments are Enterprise

ONLINE TECHNOLOGY

23%

of cases *logged* by local governments are Online

26%

of cases *escalated* by local governments are Online

Overcoming Challenges with Premium Support

“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. During the COVID-19 pandemic, Premium Support gained a fulsome understanding of our GIS skills, projects, and requirements, which helped them tailor the support we needed more meaningfully and get our dashboards back up and running with minimal disruption.”

Ben Arril | Team Lead | GeoBC
Government of British Columbia

To get Esri Premium Support, contact your local Esri distributor. You can also contact us at Intl-Premium@esri.com or visit International Premium Support at support.esri.com

RESULTS

Investment protection is key for local governments. Premium Support’s advanced capabilities minimizes the business impact of critical issues so that local governments can focus on their goals and achieve maximum return on their investment.

PERSONALIZED SUPPORT

An Esri **technical account manager** (TAM) develops a deep understanding of the role that ArcGIS plays in the customer’s organization. When the time comes, the TAM is perfectly positioned to advocate for them, tapping resources across Esri to solve critical cases. The TAM also performs **reoccurring service reviews** to ensure that high-impact issues are prioritized.

PRIORITIZED WORKFLOWS

Premium Support cases escalated to Esri by a distributor are routed to the front of the queue. Cases submitted directly to Esri by the customer’s authorized callers are **owned within an hour**. When a customer encounters system interruption or other issues with a severe impact to operations, the TAM communicates with them **daily**.

RELIABLE RESOURCES

All Premium Support cases are handled by Esri **senior technical support analysts** with **subject matter expertise** in technologies that are crucial to local governments, including Enterprise and Online technologies.

GREATER AVAILABILITY

Critical issues never occur at convenient times. Premium Support customers have access to support **any time** of the day, **any day** of the year, **including weekends** and holidays. Around-the-clock case work is available at customer request.

ENTERPRISE TECHNOLOGY

Local government customers with Premium Support

- see **3.2x faster** resolution times in complex or escalated cases.
- report a **95%** customer satisfaction in complex or escalated cases.

ONLINE TECHNOLOGY

Local government customers with Premium Support

- see **2.2x faster** resolution times in complex or escalated cases.
- report a **92%** customer satisfaction in complex or escalated cases.