



PREMIUM SUPPORT

Outcome-Based Support for National Governments

Aviation | Earth Sciences
Elections | Intelligence
National Mapping | National Maritime
National Security | Official Statistics

National governments use ArcGIS to manage vital programs and incorporate locational intelligence into decision-making. Public confidence in your ability to handle any crisis is crucial, especially when dealing with mission-critical operations involving crisis management, public safety, financial assistance, and much more.

Innovative government agencies partner with Premium Support to address essential GIS requirements and safeguard significant investments in geospatial infrastructure. Premium Support's added service capabilities help national governments achieve maximum uptime, seamless integrations, and efficient performance so you can focus on caring for your communities.

National 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:

Enrolment Rates

Domestically:

17%

of domestic Premium customers are national governments.

Internationally:

30%

of international Premium customers are national governments.

Customer Satisfaction

4.65

out of 5 in overall customer satisfaction.

Renewal Rate

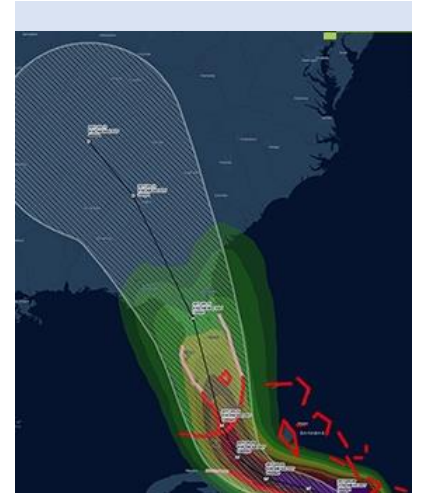
92%

of customers renew their Premium Support subscription.

Common Needs and Challenges of National Governments

You understand that quickly addressing business-critical issues in your organization's GIS is crucial. Yet, similar to other national government organizations, your support requirements are frequently accentuated by specific industry needs and challenges, such as:

- **Maintaining high system availability**
Downtime risks interrupting operations, delaying mission-critical projects, and compromising the essential services you provide to the public.
- **Upgrading and leveraging ArcGIS at a large scale**
National governments manage massive GIS implementations, with many users, integrated with multiple technologies, across departments and agencies.
- **Sharing data across departments or agencies**
The sharing of data, both within and across agencies is critical, creating better preparedness, responses, and mitigation.
- **Finding and keeping knowledgeable GIS Staff**
Supporting major enterprise environments becomes more challenging when leveraging adequate personnel is not always possible.
- **Maintaining legacy systems and hardware**
While it may not be the right time to upgrade, your organization still depends on the performance of your GIS applications.
- **Staying synchronized with other departments**
Dynamic synchronization allows for preparation for any critical event, limiting loss of life and property.
- **Extending the use of ArcGIS in a true enterprise way**
When you take the leap in leveraging ArcGIS as an enterprise solution, you seek the peace of mind that you will have enterprise-level support available.
- **Solutions spanning multiple platforms and technologies**
Effectively handling solutions and demands from cross-functional platforms and numerous technologies requires expert support resources.



Overcome your Challenges with Premium Support



Dedicated point of contact

to minimize risks to your projects and operations

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 into resources across Esri to solve critical cases. The TAM also performs **recurring service reviews** to prioritize high-impact issues.

Faster responses and case updates

in tune with your critical systems and applications

Cases submitted directly to Esri by the customer's authorized callers are **assigned within an hour**. In instances where a customer faces system interruption or other issues with a severe impact on operations, the TAM communicates with them **daily**. Premium Support cases escalated to Esri by a distributor are prioritized at the front of the queue.

Access to qualified resources

to support your complex enterprise environments

All Premium Support cases are handled by **dedicated Premium Support analysts** with **subject matter expertise** in technologies crucial to national governments, including ArcGIS Enterprise.

+ Greater support availability

whenever you may need it

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 the customer's request.

To get Esri Premium Support, contact your local Esri distributor.

You can also contact us at Intl-Premium@esri.com or visit Premium Support Services at support.esri.com



High Customer Satisfaction

Regardless of the technology, customers value the added benefits of Premium Support. Over the past two years, customer satisfaction has been consistently high:

Data Management	4.67
Desktop (Usage)	4.64
Desktop (Installation)	4.43
Enterprise (Usage)	4.65
Enterprise (Installation)	4.83
Online (Usage)	4.43
Online (Installation)	4.69
Overall Customer Satisfaction	4.65 out of 5

PREMIUM SUPPORT CUSTOMER TESTIMONIAL

Singapore Land Authority



Esri Premium Support serves as a cornerstone of assurance for both the customer and the customer's vendors, offering a robust safety net of timely expert assistance in the event of any pressing issue.

We had encountered a critical issue with our production system, which only became apparent during the processing of complex jobs involving large datasets. As a result, we were facing consistent timeouts between ArcGIS Pro and Workflow Manager. Premium Support gave us the ability to quickly set up a video conference call to inform key support resources of the situation, quickly identify possible causes, and provide a solution.

Our Premium Support technical account manager (TAM) has been pivotal in ensuring the swift resolution of critical issues and the timely provision of necessary workarounds. But I believe that the exemplary work of our TAM goes beyond maintaining the highest priority for issue resolution – he contributes significantly to the seamless operation of our systems and our mission to deliver high-quality services.

This invaluable resource not only provides peace of mind, but also fosters a sense of reliability and trust in the overall system. Knowing that such dedicated support is readily available for us serves to elevate the confidence of all stakeholders, reinforcing the belief that any challenges that may arise tomorrow will be swiftly and effectively addressed.



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