

# PREMIUM SUPPORT SUCCESS STORY

Region  
**APAC**

Distributor  
**Esri India**

Customer  
**Jio Platforms Limited**

Industry  
**Telecommunications**



Mumbai, India

## *Enhancing Connectivity:* **How Jio Platforms Navigates a Major Upgrade with Esri Premium Support**

*"Jio's Enterprise GIS System is among the largest and most complex GIS infrastructures in the world, serving a tens of thousands of enterprise users throughout India."*

*Choosing Esri Premium Support was one of the best moves we made. The Premium Support team has consistently contributed their knowledge, demonstrating expertise and teamwork at the critical phase of our upgrade project, ensuring timely resolution and thereby ensuring business continuity."*

**Dr. Biswaketan Kundu**  
Vice President, GIS  
Jio Platforms Limited



### THE CUSTOMER

**Jio Platforms Limited** stands as a beacon of affordable access and connectivity to over 470 million users. As a major telecommunications company, they serve a vital role in providing network coverage across all 22 telecom circles - fueling a new digital revolution.

Harnessing the power of GIS and locational intelligence, Jio Platforms has tactically implemented Esri's technology into the core of its operations. This strategic integration has enabled Jio Platforms to streamline the process of building their network and delivering their services. Today, Jio Platforms has emerged as the largest network operator in India and the second-largest single-country operator in the world.

To help them realize such an incredible achievement, Jio Platforms became a Premium Support customer in 2015. Leveraging the value of Premium Support, Jio Platforms navigates and succeeds in conquering their multi-faceted projects and mission-critical operations.

### THE SITUATION

Amidst business growth and a technological breakthrough in telecommunications, Jio Platforms found themselves at a crossroads. Their ArcGIS 10.2.1 environment, once a robust and reliable system, was now struggling under the weight of ever-increasing data. With the advent of 5G technology, they anticipated a tenfold increase in data, which could potentially lead to system failure unless they upgraded to a supported ArcGIS version.

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But an upgrade from 10.2.1 to the current version represented much more than a major leap in ArcGIS. It would also require upgrading third-party systems, including their server OS, database management system, and an Esri Partner software application built on the ArcGIS platform. The complex task ahead involved many interdependent components, and it was crucial that each step be completed as scheduled.

## THE CHALLENGE

Understanding that staying ahead means embracing change, Jio Platforms' team of GIS experts took on the challenge, successfully handling the ArcGIS Server and ArcGIS Desktop upgrade. This feat allowed them to reach important project milestones. However, as the project entered its final phase, they encountered four critical data management obstacles, one after the other. Among the issues were errors involving their disaster recovery database and unexpected behavior encountered in production. Timely resolutions to these issues were paramount. After all, Jio Platforms maintained multiple geodatabases with terabytes of data that GIS solutions and daily operations relied on.

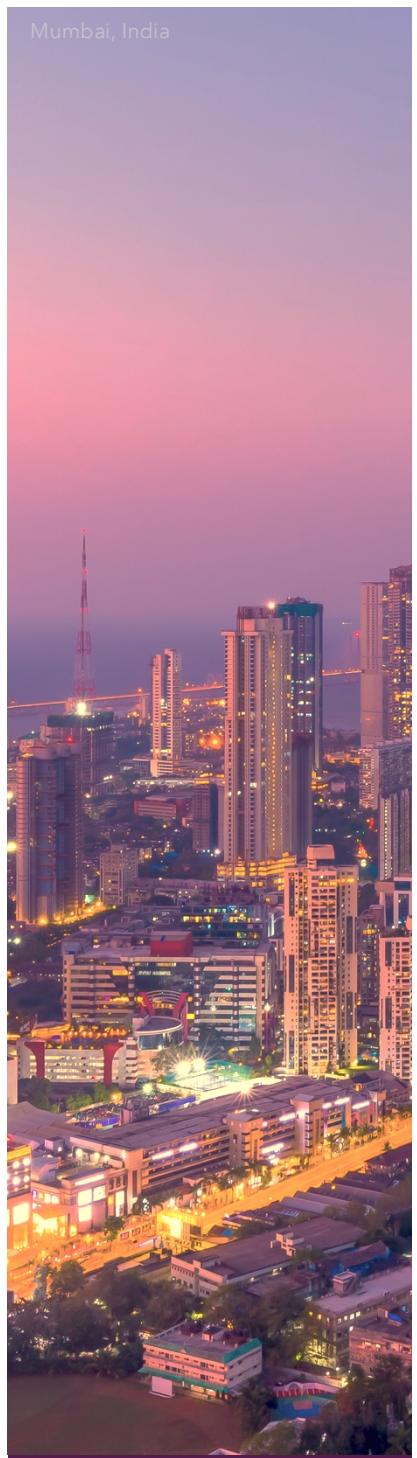
## THE SOLUTION

In the face of mounting pressure, the team made a pivotal decision to reach out to their Premium Support technical account manager (TAM) at Esri. This critical move marked a turning point in their journey. Acting swiftly and with a good grasp of the business impact, the TAM ensured that the reported issues were escalated to a senior support analyst without delay. Additionally, the TAM coordinated the deployment of Esri's vast resources. It was a collaborative effort that epitomized the power of partnership, calling upon the expertise from Esri Premium Support at all levels. Together, Jio Platforms and Esri navigated the complexities of the upgrade, driven by a shared commitment to success.

## THE OUTCOMES

Jio Platforms and Esri Premium Support's joint efforts delivered timely solutions to a few unexpected issues encountered during a major upgrade. The deployment of two vital hotfixes proved to be a game-changer, stabilizing the system and optimizing its performance. The successful transition to the new version of ArcGIS speaks volumes about Jio Platforms' dedication to technological advancement and the fruitful rewards of collaborative problem-solving.

Mumbai, India



### GET PREMIUM SUPPORT

To get Esri Premium Support,  
contact us at

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or visit us at

<https://support.esri.com/en-us/support-services/premium>