



## PREMIUM SUPPORT Success Story



### *Support Becomes an Invaluable Extension of Ramboll's GIS Team*

**Ramboll** is a leading multinational architecture, engineering, and consultancy company, delivering expertise and innovative solutions to clients and partners since 1945. Operating across 35 countries, Ramboll employs over 18,000 people globally. With 4,200 professionals using GIS in various capacities, Ramboll combines local insight with global knowledge to drive positive change. For a company with such a vast global footprint, ensuring seamless operations and reliable support for its extensive user base is paramount.

### *Recognizing the Challenges*

With a mission to create sustainable societies, Ramboll's operations span multiple time zones and require continuous support. Before partnering with Esri Premium Support, Ramboll faced the persistent challenge of support only being available during local business hours in Denmark. This limitation often resulted in delays, impacting project timelines and overall productivity. Additionally, Ramboll SMEs closely review and troubleshoot issues internally before requesting support. Therefore, having access to highly qualified resources at all times was crucial.

#### **Region**

Denmark

#### **Distributor**

Geoinfo A/S

#### **Customer**

Ramboll Gruppen A/S

#### **Sector**

AEC  
(Architecture, Engineering,  
Construction)



## Adopting the Service

Recognizing the need for a more comprehensive support solution, Ramboll opted for Esri Premium Support. The decision was driven by the need for dedicated and specialized support to meet their mission goals. The implementation process was seamless, with the assigned Technical Account Manager (TAM) playing a crucial role in integrating the service with Ramboll's existing systems and workflows.

## Experiencing the Benefits

Since fully adopting Premium Support, Ramboll has experienced significant improvements in their operations. The one-hour initial response time and prioritized case management ensure quick recognition and resolution of issues. Their TAM proactively reviews all cases and tracks resolution progression, coordinating additional Esri resources as needed. With 24/7/365 coverage, Ramboll's designated Premium Authorized Callers can escalate cases quickly and receive expert assistance from the start.

The most significant benefit Ramboll gains from Premium Support is prompt bug identification and the reduction in downtime due to technical issues. This strategic support is crucial for Ramboll's business, helping to maintain high productivity and achieve key goals. The proactive involvement of the TAM ensures that cases are resolved efficiently, furthering Ramboll's collaborative efforts to drive lasting change.

## Looking Ahead

Ramboll remains committed to navigating towards a more sustainable future. With Esri Premium Support as a cornerstone of its GIS strategy, Ramboll is exceptionally well-positioned to achieve its ambitious goals and deliver positive impact across its global operations. The partnership exemplifies a shared commitment to innovation, sustainability, and the power of GIS to shape a better world.

“

*Esri Premium Support has greatly improved our GIS operations by providing timely, expert assistance, and streamlining issue resolution. The proactive involvement of our Technical Account Manager ensures we maintain high productivity and can focus on delivering sustainable solutions globally.*

**Tiia Palvimo**

*Head of Geospatial Partnerships  
& Principal Global Product Owner,  
Geospatial  
Ramboll*

”

### 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>**