



REGULATED INDUSTRIES SUPPORT

Restricted and Result Based Support for Regulated Industries

Banking | Earth Sciences
Privacy | Health
Demographic | Data Security
National Security | Official Statistics

Many regulated industries such as healthcare and finance use ArcGIS to manage and share sensitive data. State and local governments rely on it as well to enable more informed decision-making. Ensuring these sensitive resources meet regulatory compliance requirements and sound security practices is paramount in today's multifaceted architecture and data sharing environments.

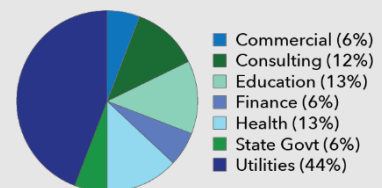
Esri's Regulated Industries Support program helps a variety of industries ensure data security is enforced. With this program, GIS professionals can focus on data compilation and sharing, decision making, and arriving at strategic resolutions instead of unauthorized disclosures. This adds measurable business value to organizations across many sectors.

Many industry sectors value Regulated Industries Support's focused approach to data security and higher level of customer engagement. It's no wonder our customers leverage and renew their Regulated Industries Support subscriptions regularly.

Program Participation

Industry sector breakdown

Sector Makeup



Renewal Rate

89%

of customers renew their
Regulated Industries Support
subscription

Common Needs and Challenges of Controlled Industries

You understand the importance of ensuring business-critical data in your organization's GIS is secure. Like many 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 essential public services.
- **Sharing data across departments or agencies**
 - The sharing of data—both within and across agencies—is critical in creating better preparedness, responses, and mitigation.
- **Finding and keeping knowledgeable GIS Staff**
Supporting major enterprise environments becomes challenging when leveraging inexperienced personnel.
- **Staying synchronized with other departments**
Dynamic synchronization allows for preparation for any critical event, limiting loss of life and property.
- **Unauthorized information disclosures**
The potential of data being accessed by unauthorized individuals can result in significant damage for both organizations and individuals alike.



Overcome your Challenges with Regulated Industries Support

Domestic based teams with options

to minimize data compromises and maintain control

All Support cases routed to Regulated Industries Support are investigated by US based senior subject matter experts. For any domestic compliance requirements, the program offers three different domestic personnel criteria:

- 1) U.S. citizen/U.S. based
- 2) U.S. person/U.S. based
- 3) U.S. based

For any sensitive technical issues, the U.S. citizen/U.S. based option includes active security clearance holding personnel.

Restricted CRM, data storage, and workflows

set apart from traditional Technical Support

Preventing unauthorized access to the key components of our troubleshooting strategy reassures that only authorized Esri staff gain access to company information, technology configurations, and data.

Job performance within restricted areas

to support your proprietary data and environments

Facilities are designed to provide physical, informational, and operational security. Access control systems, clearly defined work area boundaries, consistent security training, and strong policies and procedures ensure need-to-know access only, preventing unauthorized entry.

Greater support availability when you need it

as critical issues never occur at convenient times

Regulated Industries Support customers have access to Support personnel during business hours or around-the-clock, including weekends and Esri holidays. This ensures that high-availability systems remain strategic by providing support when it is needed the most.

To get Regulated Industries Support,
visit <https://support.esri.com/en-us/support-services/regulated-industries-support>