

# ESRI® Extended Support



- Access the highest level of support available.
- Design your support with flexible options.
- Get personalized attention.



Whether you are a customer or a business partner, ESRI extended support offers you the highest level of support available, in a flexible framework.



# ESRI® Software Support

*As an ESRI customer or business partner, you have many options when you need support.*

## Software Maintenance

One year of software maintenance is included when you purchase a qualifying software product license. This cost-effective and comprehensive program entitles you to Standard Support, software updates, and many other features that ensure that your organization can keep up with the latest technology developments, take advantage of usability improvements, and manage software licenses more easily. After the first year, customers can renew their maintenance annually.

Visit [www.esri.com/maintenance](http://www.esri.com/maintenance) to learn more.



\* Does not apply to all software products. May require purchase of multiple licenses. Refer to [www.esri.com/maintenance](http://www.esri.com/maintenance) for details.

## Self-Help Options

Self-help options give you timely, convenient access to a variety of support and help you build your skills in managing and using geographic information system (GIS) software. These include

**Training:** Instructor-led and self-study courses are available around the world and over the Internet.

[www.esri.com/training](http://www.esri.com/training)

**Books:** A large catalog of GIS books and workbooks is available from ESRI Press.

[www.esri.com/esripress](http://www.esri.com/esripress)

**Podcasts:** Download free podcasts for software tips and tricks, training and education, and GIS technology insights from GIS users, business partners, and ESRI staff.

[www.esri.com/podcasts](http://www.esri.com/podcasts)

**Blogs:** Product-, conference-, and industry-focused ESRI blogs offer a personal perspective and insight to help you in your work.

[www.esri.com/blogs](http://www.esri.com/blogs)

**ESRI Knowledge Base:** Search the ESRI Knowledge Base for answers to your technical questions, product life cycle support status information, definitions of GIS terms, and much more.

[www.esri.com/support](http://www.esri.com/support)

# ESRI Extended Support

## Are you

- A customer developing, implementing, or supporting complex, mission-critical GIS applications?
- A business partner that needs greater collaboration with ESRI to support your solution or consulting practice development?

If so, your needs may go beyond core software support. ESRI extended support comprises flexible program options that provide personal attention to your needs and, when combined with core support, offer you the highest level of assistance possible.



### Premium Support Services

**Key Benefit:** Prioritized Incident Management

- Prioritized response
- Personalized technical support
- Proactive incident status reporting
- Ongoing service review

### Implementation Services

**Key Benefit:** Technology Knowledge Transfer

- The support you need when you need it
- Development of your self-sufficiency
- Ability to focus on your project while tapping our expertise

### Advantage Programs

**Key Benefit:** Proactive Planning and Technical Advisory

- Flexible program configuration
- Personal attention to your needs
- Continuity in extended support services

To find out which ESRI extended support option is right for you, visit [www.esri.com/extendedsupport](http://www.esri.com/extendedsupport).

# Premium Support Services

*Access the highest level of technical support offered by ESRI.*

When your support needs become more complex and immediate, the ESRI Premium Support Services (PSS) program complements and extends existing standard support options by providing additional support services for an hourly fee. The program is suitable for customers with complex, mission-critical GIS applications and business partners developing key applications and/or solutions within critical software development life cycle schedules.

## What's in the Program

- **Prioritized incident management:** Quick response to and beginning-to-end management of your incidents
- **Assigned Premium Support Services coordinator:** Access to a coordinator who will work directly with your named contacts and with ESRI departments on your behalf
- **Premium Support Services Web site:** Secure access 24 hours a day, seven days a week to log and track your incidents as well as complete and maintain an inventory of your GIS technical environment
- **ESRI software e-newsletter:** E-mail notifications of current software development issues and available patches and service packs
- **Quarterly teleconference meetings:** Regular discussions with ESRI about your Premium Support Services incidents and service

**Join the program.** Visit [www.esri.com/pss](http://www.esri.com/pss) to learn more about Premium Support Services, or contact your ESRI account manager.

- Prioritized incident management
- Personalized technical support
- Proactive incident status reporting

## What the Program Gives You

- **Personalized technical support:** Your coordinator understands your GIS environment and acts as your support advocate within ESRI, providing you with a personal level of attention and priority.
- **Timely response:** We make every effort to acknowledge your premium support incident within one hour and will manage your incident throughout its entire life cycle.
- **Proactive status reporting:** Your coordinator will keep you apprised of the status of your premium support incident, and you can access status information at any time through the Premium Support Services Web site.
- **Ongoing service review:** Your account manager and Premium Support Services coordinator, the Premium Support Services manager, and other ESRI staff as required attend quarterly teleconference meetings, providing you with the highest level of attention regarding your technical support needs.

### Customer Perspective: CenterPoint Energy

At CenterPoint Energy (CNP), we utilize ESRI Premium Support Services regularly. We're continually pushing the envelope to leverage the latest technology in our state-of-the-art enterprise GIS while providing 24/7 availability of eight production geodatabases to approximately 5,000 users. With so many moving and changing parts, it is absolutely of key importance that we have direct access to the most capable ESRI analysts and the development team to resolve issues quickly and efficiently.

Since we have a fairly sophisticated support team at CNP, when we have an issue, it's usually one that's complex to resolve. Many times, we don't have the time to go through the normal support services channels. This is where PSS shines! They are familiar with our architecture, environment, and history. They take action immediately. In fact, most of the issues we've reported through PSS are resolved within a day or two.

I would highly recommend PSS to any organization that has similar internal demands for system availability or similar challenges with complexity. We simply could not function nearly as well as we do, nor could we meet our internal service levels, without PSS.

#### Cindi Salas

Manager, Business Solutions

CenterPoint Energy

[www.centerpointenergy.com](http://www.centerpointenergy.com)

# Implementation Services

*Get the support you need when you need it.*

Implementation Services allows you to add our expertise to your project team by requesting assistance for a specific aspect or phase of your GIS project.

## Services Include

- **Rent-a-Tech™:** Define the type and extent of services you need and have that support delivered quickly through this flexible program, which provides short-term, high-value technical consulting services to existing ESRI product users. Our consultants help you move through the project life cycle efficiently while providing the necessary knowledge transfer for you to maintain your system on your own.
- **Enterprise consulting:** Identify and make the technical decisions required to implement ArcGIS® solutions in your enterprise successfully with the help of our enterprise consultants. Services are offered for implementations ranging from single departments to organization-wide deployments.
- **Applications Development Center:** Collaborate with ESRI technical consulting staff to plan your projects and discuss implementation best practices at our GIS studio environment in Redlands, California, or Washington, D.C. Within this environment, you can focus on your project while tapping into our expertise.

All of our consultants provide the knowledge transfer necessary for you to become self-sufficient in your use of GIS.

- The support you need when you need it
- Short-term, high-value services
- Development of your self-sufficiency
- Ability to focus on your project while tapping our expertise



**Get help with your project.** Learn more about Implementation Services at [www.esri.com/implementation](http://www.esri.com/implementation).



# ESRI Enterprise Advantage Program

*Achieve the full potential of your enterprise GIS.*

ESRI customers developing, implementing, or supporting complex, mission-critical GIS applications will benefit from the flexible approach to accessing services, training, and support offered by the ESRI Enterprise Advantage Program (EEAP).

## What's in the Program

- **Assigned technical advisor:** Access to a technical advisor who becomes familiar with your technical needs and requirements and advises you accordingly
- **Annual account and GIS strategy review meeting:** One-day annual account review and strategy planning meeting conducted at ESRI in Redlands or an ESRI regional office
- **Learning and services credits:** A flexible spending approach to accessing consulting services support, training, and Premium Support Services
- **GIS environment profile:** Access to the ESRI Premium Support Services Web site to complete and maintain an inventory of your GIS technical environment
- **Exclusive enterprise-related webcasts:** Quarterly webcasts presenting business and technical information related to enterprise GIS



- Proactive strategic planning
- Personalized technical advisory
- Flexible program configuration
- Personal attention to your needs
- Continuity in extended support services

## What the Program Gives You

- **Personal attention to your needs:** Your advisor acts as your technical advocate within ESRI, providing you with a personal level of attention and priority.
- **Assistance in outlining your vision, objectives, and essential extended support requirements:** Develop and implement a work plan to meet your business and technical objectives in collaboration with your account manager and technical advisor as well as key ESRI technical and industry representatives.
- **An adjustable level of support services:** The program's learning and services credits enable you to incrementally access the support, training, or consulting services support when you need them.
- **Visibility into ESRI enterprise GIS strategy and technology development plans:** Stay current with ESRI enterprise technology topics and best practices.

All program components are included in your subscription fees. You may elect to use only those components that meet your needs.

**Join the program.** Visit [www.esri.com/eeap](http://www.esri.com/eeap) to learn more about the Enterprise Advantage Program, or contact your ESRI account manager.

## Customer Perspective: The Nature Conservancy

We know that to be a successful and truly worldwide conservation organization, we must invest in the development of a global-scale enterprise GIS. The scale at which we work makes it imperative that we be involved in EEAP. We need to have the best people advising us and making sure we do it right. The EEAP is a fantastic program. Being able to have somebody who has that technical vision at the scale you need is an invaluable asset.

### Susan Miller

Enterprise GIS Program Director  
The Nature Conservancy  
[www.nature.org](http://www.nature.org)

# Business Partner Advantage Program

*Get flexible, personalized support.*



**Business Partner  
Program Group**

ESRI business partners that need greater collaboration with ESRI to support their solution or consulting practice development can leverage the Business Partner Advantage Program (BPAP).

## What's in the Program

- **Assigned technical advisor:** Access to a technical advisor who becomes familiar with your technical needs and requirements and advises you accordingly
- **Technology orientation:** Knowledge transfer that will orient you to the latest ESRI technology and product directions
- **Planning and review meeting:** One-day annual account review and strategy-planning meeting conducted at ESRI in Redlands or an ESRI regional office
- **Learning and services credits:** A flexible spending approach to accessing consulting services support, training, and Premium Support Services
- **Conference passes:** Annual passes to the Business Partner Conference and ESRI Developer Summit
- **GIS environment profile:** Access to the ESRI Premium Support Services Web site to complete and maintain an inventory of your GIS technical environment

- Proactive strategic planning
- Personalized technical advisory
- Flexible program configuration
- Personal attention to your needs
- Continuity in extended support services

## What the Program Gives You

- **Assistance in outlining your vision, objectives, and essential extended support requirements:** Develop and implement a work plan to meet your business and technical objectives in collaboration with your account manager and technical advisor as well as key ESRI technical and industry representatives.
- **Visibility into ESRI product management and software development plans:** Keep up-to-date with an in-depth look at specific ESRI technology topics and best practices.
- **Personal attention to your needs and requirements:** Your advisor acts as your technical advocate within ESRI, providing you with a personal level of attention and priority.
- **An adjustable level of technical support services:** The program's learning and services credits enable you to incrementally access the support you need when you need it.

All program components are included in your subscription fees. You may elect to use only those components that meet your needs.

**Join the program.** Visit [www.esri.com/bpap](http://www.esri.com/bpap) to learn more about the Business Partner Advantage Program, or contact your ESRI account manager.



## Partner Perspective: IBM

About two years ago, we chose to spatially enable our Maximo Asset Management product by incorporating ESRI's ArcGIS Server Java technology. With IBM Maximo Spatial Asset Management, we are building a spatially enabled decision support system for asset managers, and we aim to take full advantage of the power of the geodatabase and spatial analysis. Last year, we joined the Business Partner Advantage Program. It's been very valuable. It allows us to have closer collaboration with ESRI on the technical vision for the product and provides us with consistent and personal attention to our product mission.

### Gary Freeman

Chief Architect, Tivoli Maximo  
IBM

[www.ibm.com/tivoli](http://www.ibm.com/tivoli)



## ESRI

380 New York Street  
Redlands, California  
92373-8100 USA

Phone: 909-793-2853  
Fax: 909-793-5953  
E-mail: [info@esri.com](mailto:info@esri.com)

*For more than 35 years, ESRI has been helping people make better decisions through management and analysis of geographic information. A full-service GIS company, ESRI offers a framework for implementing GIS technology and business logic in any organization from personal GIS on the desktop to enterprise-wide GIS servers (including the Web) and mobile devices. ESRI GIS solutions are flexible and can be customized to meet the needs of our users.*

## For More Information

**1-800-GIS-XPRT** (1-800-447-9778)

[www.esri.com/services](http://www.esri.com/services)

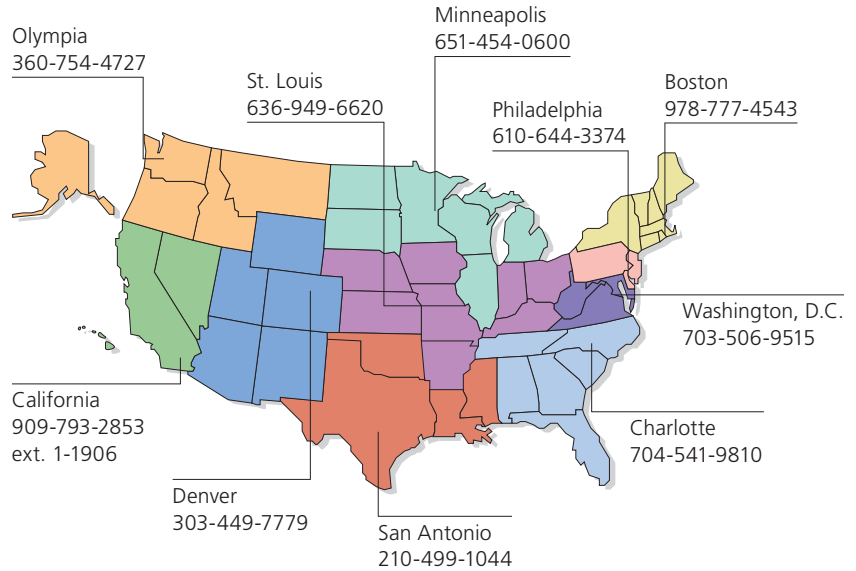
Locate an ESRI value-added reseller near you at

[www.esri.com/resellers](http://www.esri.com/resellers)

Outside the United States, contact your local ESRI distributor. For the number of your distributor, call ESRI at 909-793-2853, ext. 1-1235, or visit our Web site at

[www.esri.com/distributors](http://www.esri.com/distributors)

## ESRI Regional Offices



## ESRI International Offices

Australia  
[www.esriaustralia.com.au](http://www.esriaustralia.com.au)

Belgium/Luxembourg  
[www.esribelux.com](http://www.esribelux.com)

Bulgaria  
[www.esribulgaria.com](http://www.esribulgaria.com)

Canada  
[www.esricanada.com](http://www.esricanada.com)

Chile  
[www.esri-chile.com](http://www.esri-chile.com)

China (Beijing)  
[www.esrichina-bj.cn](http://www.esrichina-bj.cn)

China (Hong Kong)  
[www.esrichina-hk.com](http://www.esrichina-hk.com)

Eastern Africa  
[www.esri-ke.com](http://www.esri-ke.com)

Finland  
[www.esri-finland.com](http://www.esri-finland.com)

France  
[www.esrifrance.fr](http://www.esrifrance.fr)

Germany/Switzerland  
[www.esri-germany.de](http://www.esri-germany.de)  
[www.esri-suisse.ch](http://www.esri-suisse.ch)

Hungary  
[www.esrihu.hu](http://www.esrihu.hu)

India  
[www.esriindia.com](http://www.esriindia.com)

Indonesia  
[www.esrisa.com.my](http://www.esrisa.com.my)

Italy  
[www.esriitalia.it](http://www.esriitalia.it)

Japan  
[www.esrij.com](http://www.esrij.com)

Korea  
[www.esrikr.com](http://www.esrikr.com)

Malaysia  
[www.esrisa.com.my](http://www.esrisa.com.my)

Netherlands  
[www.esri.nl](http://www.esri.nl)

Northeast Africa  
[www.esri-nea.com](http://www.esri-nea.com)

Poland  
[www.esripolska.com.pl](http://www.esripolska.com.pl)

Portugal  
[www.esri-portugal.pt](http://www.esri-portugal.pt)

Romania  
[www.esriro.com](http://www.esriro.com)

Singapore  
[www.esrisa.com](http://www.esrisa.com)

Spain  
[www.esri-es.com](http://www.esri-es.com)

Sweden  
[www.esri-sgroup.se](http://www.esri-sgroup.se)

Thailand  
[www.esri-th.com](http://www.esri-th.com)

Turkey  
[www.esriturkey.com.tr](http://www.esriturkey.com.tr)

United Kingdom  
[www.esriuk.com](http://www.esriuk.com)

Venezuela  
[www.esri-ven.com](http://www.esri-ven.com)



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