

Service Collaboration Drives Project to Important Milestones

A Premium Support Success Story



Premium Support Services

Success Story

Region

APAC

Distributor

Esri Australia

Customer

Energy
Queensland

SITUATION

Energy Queensland's (EQL) over 7,500 employees maintain 178,000 kilometers of powerlines, delivering 35,000 GWh to 2.3 million customers. They use ArcGIS extensively in their effort to deliver affordable, safe, sustainable energy to communities and businesses across the state of Queensland, Australia.

With the goal to consistently deliver quality services, EQL recently decided to expand their ArcGIS implementation with a more advanced system, including a Utility Network Model serving a large user base.

APPROACH

Realizing how important the timeline to implementation was, Esri Australia preemptively offered EQL a comprehensive support package which combined their local professional services with Esri Premium Support.



Premium Support *SUCCESS STORY*

GET PREMIUM SUPPORT

To buy or learn more about Esri Premium Support, contact your local Esri distributor. You can also contact us at Intl-Premium@esri.com or visit International Premium Support at www.support.esri.com



(continued)

This partnership helped quickly address challenges that could have gravely impacted the project delivery schedule. Premium Support ensured Esri Australia and EQL prioritized access to senior-level analysts and subject matter experts within Support Services. When criticality or complexity demanded, EQL's technical account manager (TAM) pulled in additional resources from across Esri, including Development.

EQL's TAM also facilitated valuable meetings on a regular basis to consistently work through potential risks with Esri Australia's support manager and project team members. As the launch date drew closer, the TAM increased the frequency of these meetings to align the efforts of Premium Support more closely with the evolving requirements of the project.



A true partnership with a single goal and delivery focus, which achieved outcomes that has exceeded all previous GIS projects to date.

Shannon Connolly
GIS Delivery Executive
Energy Queensland

OUTCOMES

Premium Support's holistic approach, together with Esri Australia's dedicated engagement, promoted quicker case resolutions, bug fixes, and product enhancements. This collaboration drove EQL's project to important milestones, helping them successfully complete their implementation.