

## SUCCESS STORY



Region

Europe

Distributor

Esri France

Customer

Egis

Industry/Sector

Architecture,  
Engineering and  
Construction (AEC)

### To aim high, Egis invests in Premium Support

- Egis is a global player in the consulting, construction engineering and mobility service sectors. With operations in 120 countries, Egis places the expertise of its 16,000 employees at the disposal of its clients to develop cutting-edge projects and become one of the top ten AEC companies in the world.

To win project bids and build toward their goals, Egis decided to use GIS to build state-of-the-art digital twins. Egis needed to expand the role of GIS in their organization and deploy a complex yet stable GIS environment to enable this approach. With proficiency in BIM and GIS key to Egis's reputation and project successes, they needed help tailoring a GIS solution to their needs.

Esri France provided Egis with the necessary guidance and expertise to build the required GIS platform and develop best practices for use of GIS in their integrated IT ecosystem. Additionally, they recommended that Egis protect their significant investment by enrolling in Esri Premium Support.



*"In addition to technical assistance, Premium Support is a key factor that Egis can count on to break through existing barriers to GIS & BIM business development."*

**Lionel Fabre**  
Director of Digital  
Deployment - Egis

## 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 support.esri.com.



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Premium Support provided prioritized support to compliment Esri France's support offer. An Esri technical account manager (TAM) worked to understand Egis's unique systems. That way, when additional support was needed to address a complex or critical issue, the TAM could tap in resources across Esri.

For example, to keep a project on time, the TAM worked closely with Egis on a series of business-critical issues related to one of Egis' rail projects, even scheduling a call between Egis and Esri's Development team to discuss solutions.

### Supporting Egis in a 3-year term

#### Reported Issues Resolved

230 resolutions

#### Average Time to Resolution

11 days

#### Service Reviews by TAM

4 per year

#### Products Supported

17, including ArcMap, Collector, Portal, Pro, Server, and Survey123



## Premium Support Delivers for Egis

While engaging closely with Esri France and Premium Support in the last 3 years, Egis went from fewer than twenty ArcGIS users to several hundred. In addition to solving problems, their TAM enhanced user education by helping recommend training courses to prepare the organization for new tools and workflows. As a result, use of GIS within Egis is no longer limited to a handful of GIS experts—it enhances the work of employees who specialize in BIM, maintenance, design, and other areas of expertise.

GIS sets Egis apart from the competition, winning them prestigious bids like the Grand Paris Express, Brussels Tunnel, and Monaco's Ilot Charles III rehabilitation project. Using their integrated BIM/GIS system, Egis is able to present their customers with dynamic project visualizations. As the demand for such capabilities has grown, Esri France and Premium Support has given Egis the confidence to scale with demand.

Esri France and Esri Premium Support are proud of the role they play in helping Egis succeed. Together, they helped Egis solve 230 issues in three years, protecting Egis's GIS infrastructure and ensuring maximum uptime. Premium Support's prioritized workflows, greater availability, and personalized engagement helped mitigate lengthy, multi-tier escalations; of those 230 issues, only one had to be escalated to high priority. With this support, Egis can focus on building a better, more sustainable world.