



PREMIUM SUPPORT

Outcome-Based Support for Natural Resources Companies

Agriculture | Forestry | Petroleum
Pipeline | Mining | Renewables

Natural resources management organizations provide communities around the world with food, energy, and environmental security, as well as other vital goods and services. Whether determining where to place a well pad or where to plant crops, the geographic approach is critical for balancing profitability with service to employees, communities, and future generations.

Competitive and innovative natural resources companies turn to Premium Support to address their GIS requirements and safeguard their significant investments in ArcGIS. Premium Support's added service capabilities help these companies achieve maximum uptime, seamless integrations, and efficient performance so they can focus on their business outcomes.

Natural resources companies value Esri Premium Support's holistic approach to technical issues and high level of customer engagement. Year after year, they renew and fully leverage their Premium Support subscriptions.

HIGH ENGAGEMENT

Natural resources companies resolve **37 cases** per year with Premium Support, on average.

HIGH RENEWAL RATE

91% of natural resources companies renew their Premium Support



Challenges Faced by Organizations in Natural Resources

Natural resources companies must protect their investments of time, money, and effort in complex GIS environments and architecture. Any licensing issues, permission problems, system errors, and connection troubles threaten this investment by limiting access to users and interfering with daily business.

Due to impact to critical projects and essential operations, the most pressing issues for ArcGIS users in natural resources industries are often centered around advanced desktop workflows and complex enterprise integrations.

Advanced Desktop Workflows

Natural resources industries rely heavily on ArcGIS Desktop and Pro to perform sophisticated mapping and location analytics that help them research, plan, design, explore, operate, manage, and produce. When they turn to support, they need resources that can quickly address challenging desktop issues, while continuing to transition advanced workflows from Desktop to Pro.

Among natural resources companies

44%

of cases involve **ArcGIS Desktop** or **ArcGIS Pro**.



Risks to Projects and Operations

Because ArcGIS is at the core of natural resources operations, maximizing system uptime is critical. Even a moment of interruption may disrupt operations in the field and delay projects.

Complex Enterprise Integrations

When enterprise solutions span platforms and technologies, integrations play a key role in achieving company goals. Support resources must be tailored to the enterprise environments and complex integrations of natural resources companies.

Among natural resources companies

27%

of cases involve **ArcGIS Enterprise** or one of its extensions.

Overcoming Challenges with Premium Support

GET PREMIUM SUPPORT

To buy 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.

Premium Support's advanced capabilities minimize the impact of business-critical issues so that natural resources companies can focus on their goals and achieve maximum return on their investments.

PERSONALIZED SUPPORT

An Esri **Technical Account Manager (TAM)** develops a deep understanding of the role that ArcGIS plays in the customer's organization. When the time comes, the TAM is perfectly positioned to advocate for the customer, tapping resources across Esri to solve critical cases. The TAM also performs **recurring service reviews** to ensure that high-impact issues are prioritized.

PRIORITIZED HANDLING

Premium Support cases escalated to Esri by a distributor are routed to the front of the queue. Cases submitted directly to Esri by the customer's authorized callers are **owned within an hour**. When a customer encounters system interruption or other issues with a severe impact to operations, their TAM communicates with them **daily**.

QUALIFIED RESOURCES

All Premium Support cases are handled by dedicated **Premium Support analysts** with **subject matter expertise** in technologies that are crucial to natural resources companies, including ArcGIS Enterprise and Pro.

GREATER AVAILABILITY

Critical issues never occur at convenient times. Premium Support customers have access to support **any time** of the day, **any day** of the year, **including weekends** and holidays. Around-the-clock case work is available at customer request.

RESULTS

HIGH CUSTOMER SATISFACTION

With Premium Support, customers report:

- **4.72/5** customer satisfaction in Enterprise cases.
- **4.67/5** customer satisfaction in Desktop and Pro cases.

FASTER CASE RESOLUTIONS

With Premium Support, customers see:

- **2.8x** faster resolutions in business-critical Enterprise cases.
- **1.5x** faster resolutions in business-critical Desktop and Pro cases.

Based on customer satisfaction surveys within a 2-year period.