



PREMIUM SUPPORT

Outcome-Based Support for Utility Companies

Electric | Gas | Water | Wastewater
Stormwater | Telecommunications

From electric and gas to water and telecommunications, utility companies around the world use ArcGIS to drive business outcomes and meet the needs of their customers. ArcGIS provides asset management insights into performance, risks, resources, and costs. Utilities leverage ArcGIS to strengthen design and engineering by streamlining resource use to reduce OPEX and CAPEX. Optimization through ArcGIS promotes compliant work that keeps employees and customers safe.

Esri Premium Support Services helps utilities meet these crucial business requirements and safeguard their investment in ArcGIS. Premium Support's added service capabilities help customers achieve maximum uptime, seamless integrations, and efficient performance.

Utilities Drive Results with Premium Support

Utilities see faster response and resolution times with Premium Support. This helps them be more productive, keep projects on time, achieve faster deployments and upgrades, and boost service innovation.

Response Time

13x faster

Utility customers with Premium Support see response times that are 13 times faster. *

Time to Resolve

2x faster

Utility customers with Premium Support see resolution times that are 2 times faster. **

Customer Satisfaction

97%

Customer satisfaction in Premium Support cases from utility customers is consistently very high. **

* 12 months-worth of closed Enterprise cases

** 12 months-worth of surveyed Enterprise cases

The Complete Solution for Supporting Utilities

Premium Support offers a holistic approach that aligns with the needs of utility companies. The solution brings value to utilities at all stages of asset and operations management. It provides greater availability and advanced capabilities that dramatically improve key performance indicators and business results.

Qualified Resources



- ✓ **Premium Support analysts**
- ✓ **Subject-matter-experts for specialized technologies**

All Premium Support cases are handled by an Esri senior technical support analysts with subject matter expertise in geometric networks, Utility Network, and other technologies that are crucial to utility companies. These technical support analysts understand how utility organizations leverage ArcGIS.

Greater Availability



- ✓ **24/7 availability, including weekends and holidays**
- ✓ **Around-the-clock case work**

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

Personalized Support



- ✓ **Proactive Technical Account Manager**
- ✓ **Recurring service review meetings**

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 them, 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



- ✓ **One-hour initial case response**
- ✓ **Daily updates for business-critical issues**

Premium Support cases escalated to Esri by the distributor are routed to the front of the queue. Cases submitted directly to Esri by the customer are owned within an hour. When the customer faces downtime or other issues with a severe impact to operations, the TAM communicates with them daily.

Overcoming the Challenges Facing Utilities

Utilities have billions of dollars invested in their assets; Premium Support maximizes their return on investment by mitigating risks, costs, and losses that may result from deployment or migration issues, system downtime, and complex enterprise integrations.

Risk of System Downtime

ArcGIS is at the core of utility operations, so issues must be addressed quickly. Even a few moments of downtime may interrupt operations in the field and delay projects. Public-facing websites may go offline, compromising customer care and the company's reputation.

Deployment and Migration Issues

Delayed deployments, migrations, and upgrades impact the implementation of new technology and workflows. This prevents utility companies from leveraging the full power of their ArcGIS environment.

Complex Integrations

When solutions span multiple platforms and technologies, integrations play a key role in the organization's ability to achieve its goals. Addressing these issues requires a solid understanding of enterprise environments implemented by utility companies.



Utilities Log 20,000+ Support Cases a Year

37%

of these cases **require expertise** in complex technologies

14%

of these cases are **business-critical** or require prioritization



A CLOSER LOOK

Migrating to ArcGIS Utility Network with Esri Premium Support



Premium Support's **proactive TAM** and **reoccurring meetings** are especially crucial for utilities migrating to **Utility Network**. When the customer's TAM is fully informed and aligned prior to and during implementation, the transition is smooth. The TAM engages frequently with the customer to track and prioritize support cases, defects, and enhancement requests that risks impacting the migration.



Premium Support Delivers for Utility Customers

Enrolment Rate

30%

of Premium Support customers are utilities

Renewal Rate

94%

of utility customers renew their Premium Support subscription

"Imagem and Esri Premium Support provided a quick solution to Copel when we faced issues with a major version upgrade, significantly reducing the time to resolution. Imagem and Premium Support helped us guarantee a stable and updated ArcGIS environment, strengthening the relationship we have with Imagem."

Paula Gislene Bueno Diniz
IT System Manager, Copel

Get Premium Support

To 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](https://support.esri.com).