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PREMIUM SUPPORT

Success Story

Region
Americas

Distributor
Esri Canada

Customer
Government of
British Columbia

Lake O'Hara in Yoho National Park, Vancouver, British Columbia

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Premium Support provides an extra cushion of support that helps us mitigate the risk to our emergency response applications. It enables us to receive the quick troubleshooting we need during emergencies and helps us build a stronger relationship with Esri. During the COVID-19 pandemic, Premium Support gained a fulsome understanding of our GIS skills, projects, and requirements, which helped them tailor the support we needed more meaningfully and get our dashboards back up and running with minimal disruption.

Ben Arril | Team Lead | GeoBC
Government of British Columbia

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SITUATION

Spike in traffic pushes public-facing application to its limits.

The Government of British Columbia (B.C. Government) developed a COVID-19 dashboard in partnership with the British Columbia CDC to communicate epidemiologic indicators and vaccine information. This application was updated daily to disseminate information about the spread of the virus in the province. Maximum uptime was critical.

During televised announcements by the provincial health officer, the dashboard went viral and pushed the technology to its limits. Subsequent outages left the media, businesses, and the public without a window into the state of the pandemic and, at times, made B.C. Government's entire ArcGIS Online organization account unstable.

APPROACH

Higher level of engagement tackles problem from the start.

B.C. Government logged a case with Esri Canada, knowing they'd be in good hands as a Premium Support customer. There wasn't any time to lose; Esri Canada prioritized the case, identified errors in the web traffic, and discovered that a service was hitting the rate limit. They developed an understanding of the edits being made and the amount of data in question. With this information and the customer's Premium entitlement on hand, Esri Canada quickly engaged the appropriate resources from the ArcGIS Online support team. Within an hour, they were collaborating towards a resolution.

The Esri TAM advocated on behalf of B.C. Government from the moment the issue was escalated. He coordinated screen sharing sessions between B.C. Government and the product team, helped find a temporary workaround, and engaged the services of the after-hours team to promote round-the-clock progress. Premium's holistic approach to support was instrumental in mobilizing resources and expediting a solution at a critical time.

Vancouver, British Columbia

OUTCOMES

Risk is mitigated and the client relationship is strengthened.

An accurate reflection of the COVID-19 pandemic was crucial for people and businesses across British Columbia. By successfully implementing and deploying their COVID-19 Dashboard, B.C. Government provided the public with a professional application they could count on for valuable data.

Learning from this and other COVID-19 Dashboard cases has benefitted Esri Canada as well. They've strengthened their relationship with B.C. Government in the process, allowing them both to plan strategically for the future. By deploying similar applications with other ministries, such as B.C. Wildfire Dashboard, they've also saved B.C. Government time and money.

FORGING AHEAD

Today, B.C. Government's perceived value of Esri's and Esri Canada's products remains high. They have renewed their Enterprise Agreement, confident once again to serve the province of British Columbia with the power of Esri software.

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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