INTERNATIONAL PRIORITY SUPPORT

INFO SHEET

Expedited Support for Your Critical GIS Needs

Your Cases Are Our Priority

Front-of-the-Line Routing
Priority cases, that your distributor escalates to Esri for additional resources, are systematically owned within one quick hour.

Premium-Level Expertise
Your escalations are handled by Esri's dedicated Premium Support team qualified to resolve any complex issue.

Expedited Case Management
As a Priority Support customer, Esri and your distributor provide the utmost attention to your case until it is resolved.

Unlimited Priority Cases
There is no cap on the number of cases which can be escalated to Esri as Priority Support.

As an organization that leverages a small- to medium-sized deployment of ArcGIS, you share a common need with larger customers: your projects and operations depend on the availability and performance of your GIS. Esri Priority Support adds to your current support plan the expedited and systematic escalation care required so that you can focus on business outcomes rather than critical support issues.

Priority Support partners with your distributor from the onset of a complex or critical case to reduce your supportability efforts and drive faster case resolutions. With Priority Support, your escalated issues receive front-of-the-line attention at Esri. Prioritized routing, premium-level expertise, expedited case management, and unlimited access to your Priority entitlement is the right level of added protection for your organization.

How Priority Support Puts You First

	Standard	Priority*
New software releases	✓	✓
Patches and service packs	✓	✓
Unlimited support cases	✓	✓
Front-of-the-line routing		✓
Premium-level expertise		✓
Expedited case management		✓
Unlimited priority cases		✓

*Available only to customers outside of the U.S.

GET PRIORITY SUPPORT

Learn more about Esri's International Priority Support by contacting your Esri Authorized Distributor or by visiting Esri's Support Website at support.esri.com

When Priority Support is Most Beneficial

From small utility companies to local government agencies, Priority Support customers benefit from faster responses and qualified resources when faced with critical or unforeseen challenges:

Complex Integrations • Crucial Applications • Case Escalations
Product Deployment • Defect Encounters • Version Upgrade
Advanced Solutions • System Down • Product Migration

Customer Outcomes

Maintain Business Continuity
Quickly overcome unforeseen obstacles to system uptime.

Mitigate Risks and Losses
Receive prioritized attention to your critical issues.

Maximize Results
Boost productivity and achieve your targeted business goals. doubt.

Leverage Software Effectively
Deploy technology and upgrade to new versions in little time.

Get Peace of Mind
Carry out vital projects and innovate with confidence.

Priority Support Delivers

Small to medium-sized customers value Priority Support's expedited approach to business-critical issues. Year after year, they report high customer satisfaction and renew their Priority Support subscription:

High Renewal Rate

96%

Customer Satisfaction

94%

"Our Priority Support customers can rest assured knowing that their most pressing issues are consistently addressed through a collaborative support effort that includes the resourcefulness of Esri's dedicated Premium Support analysts."

Agnès Remond – Esri France

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