

PREMIUM SUPPORT Success Story

Region

Europe

Distributor

Geodata AS

Customer

Elvia

Sector

Utilities



Maintaining Business Continuity with Esri Premium Support

Over 2 million Norwegians rely on Elvia to light up their society with reliable and sustainable electricity every day. As one of Norway's main electric utility companies, they are responsible for powering the country's largest grid area of approximately 50,000 km². They leverage the ArcGIS platform extensively across their entire organization to enhance operations and help manage their vast power grid assets.

The Situation

Elvia was amidst a pivotal migration of their network information system from one IT provider to another. This transition required moving their ArcGIS License Manager and creating new licenses. However, they encountered an unexpected issue. Some of the licenses failed to return to their organizational account in My Esri despite several attempts to first de-authorize them.

With only a 2-hour maintenance window in the middle of the night and numerous scheduled tasks dependent on the availability of the missing licenses, the situation became urgent. After all, the system is business-critical, operating almost 24 hours a day. With enterprise geodatabase versions needing nightly reconciling and posting, Elvia was under significant time pressure.





Premium Support in Action

Given the urgency, Elvia turned to Esri Premium Support Services. Within minutes, a senior support analyst was on the phone with Elvia, immediately understanding the crucial nature of the situation. The analyst quickly identified the cause of the problem and guided the caller through the complete de-authorization process. He also offered valuable guidance on how to streamline future license authorizations.

After the call, as Elvia proceeded with the process, they encountered another issue - a license file that couldn't be canceled - preventing them from creating a new, accurate one. Elvia knew they could rely on Esri for another swift resolution. The caller promptly followed up by email, after which the analyst quickly and actively collaborated with Customer Service to find a remedy.

The Outcome

In less than 2 hours from the initial call, the case was brought to a complete resolution. Mismanaged license transfers could have led to significant operational delays, financial losses, and disruption of services for up to 200 simultaneous "editors" and 300 "viewers".

Thanks to Premium Support, Elvia avoided these potential setbacks. The service provided unparalleled availability, proactiveness, and prioritization, ensuring business continuity. Premium Support didn't just solve a problem, it ensured smooth and efficient operations during a critical transition.



Our users trust our ArcGIS systems and they are required in many workflows in Elvia. We have a total of 1600 users, of which most use ArcGIS Portal and Field Maps. Receiving immediate help and having a team of senior support analysts working on our cases helps us to iron out problems and provide a more stable software to our users.

With Premium Support Services, we confidently can keep our GIS system running nearly 24/7. This enables us to meet our RPO and RTO demands and exceed the expectations of our users, who depend on our ArcGIS systems in the office, command center and field.

Arne Fjellro Løitegård

Product Owner GIS

&

Barbara Schwendtner

System Manager ArcGIS

Elvia AS, Norway



GET PREMIUM SUPPORT

Customers requiring Premium Support can learn more by contacting us premium@esri.com or by visiting Esri's Support Website at support.esri.com. Distributors should contact their Esri Technical Account Manager.

