

PREMIUM SUPPORT SUCCESS STORY

Region

Latin America

Distributor

Imagem Geosistemas E
Comercio Ltd, Brazil

Customer

Companhia Paranaense de
Energia (Copel)

Product Implementation:**11 products**

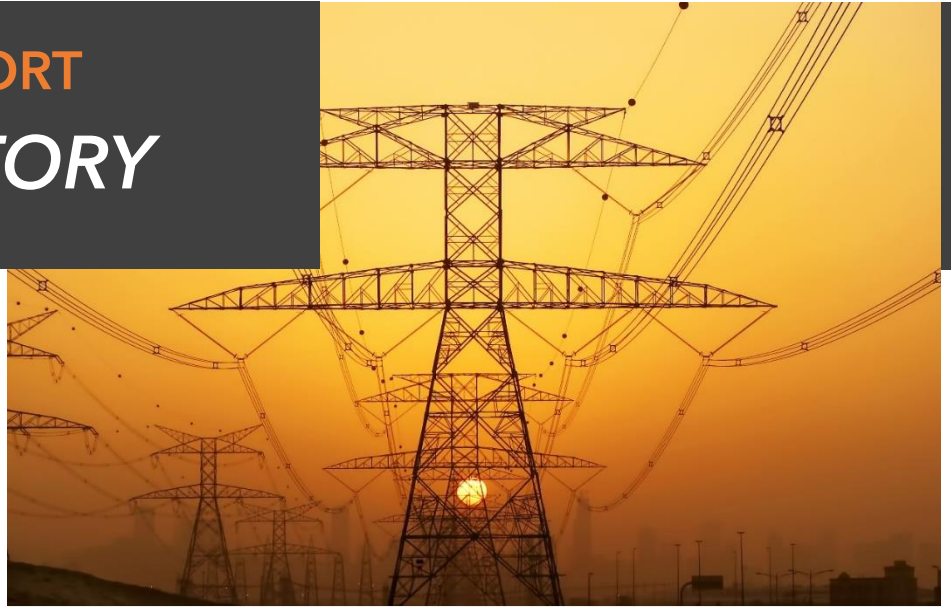
including ArcGIS Desktop, ArcGIS
Enterprise, ArcGIS Online, ArcGIS Pro,
ArcGIS Web AppBuilder, and more



“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



SITUATION

At the core of Copel's operations is ArcGIS.

Companhia Paranaense de Energia (Copel) lights homes and businesses in hundreds of cities across the state of Paraná, Brazil. Because of them, millions of people know that when they flip a switch, the lights will come on. Providing Copel with the certainty that they can manage, expand, and improve their network using Esri's ArcGIS products are Imagem's Support and Professional Services teams, backed by **Esri Premium Support Services**.

Because they've invested years leveraging Esri products, Copel's employees are experienced ArcGIS users. When they're met with an issue, they do extensive trouble shooting before reaching out for assistance. If they do call Imagem, they're facing trouble with one of their critical operations and they need high caliber support from an advanced team who can address problems as soon as possible.

APPROACH

Premium Support provides Copel with quick access to valuable expertise from Esri Senior Support Analysts.

If Imagem is unable to fix the issue themselves, one of Esri Premium's Senior Support Analysts can be called to quickly collaborate with Imagem. Because Copel knows Esri will be there whenever they face downtime or other business-critical problems, they have the confidence to innovate with and rely on ArcGIS.



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To serve their customers, Copel requires the most stable and up-to-date technologies. ArcGIS is no exception. Upgrades and migration processes help ensure that business problems are fully addressed and that Copel always has access to ArcGIS in its most current version. It's vital that these upgrades go smoothly.

While upgrading Copel's system from a previous version of ArcGIS Enterprise, Imagem experienced repeated failures. With more than 100 users at Copel waiting for the system to be updated, Imagem used Copel's Premium Support entitlement to contact an Esri Senior Support Analyst. The Analyst responded within an hour and suggested a solution in less than a day. After following the steps described by the Analyst, Imagem was able to complete the upgrade without any further trouble.

Premium Support helps Copel mitigate downtime and losses.

As no one was able to access the system until the upgrade was complete, if the problem had lasted longer, it would have had massive impacts on Copel's core operations. The organization of teams and schedules would have been interrupted, crews would have been left without direction, productivity would have dropped, and essential services would not have been performed.

Perhaps most seriously, the Duration of Outage (DEC) and Frequency of Outage (FEC) indicators could have been affected. Many of Copel's contracts rely on meeting DEC and FEC targets. Had the indicators been affected they might have lost business for not meeting these goals, resulting in financial losses.

OUTCOMES

Premium Support strengthens the relationship with the customer.

Luckily, a same-day resolution averted a massive work stoppage and loss of productivity. Today, Copel's perceived value of Esri products and Imagem's services remains high; consequently, the continuity of Imagem's contracts with Copel, including the renewal of their Enterprise Agreement, is secure. Most importantly, in the communities Copel serves the lights are staying on.

PREMIUM SUPPORT FEATURES BEHIND THE SUCCESS STORY

- ✓ Direct access to Esri senior support analysts
- ✓ One-hour response time
- ✓ Daily case updates
- ✓ Proactive Esri Technical Account Manager
- ✓ Extended availability
- ✓ Reoccurring service review meetings



GET PREMIUM SUPPORT

Customers outside of the United States requiring Premium Support can learn more by contacting their Esri Authorized Distributor or by visiting Esri's Support Website at support.esri.com. Distributors should contact their Esri Technical Account Manager.