

PREMIUM SUPPORT SUCCESS STORY

Distributor
Esri Türkiye

Customer
Istanbul Metropolitan Municipality

Sector
State and Local Government

Product Implementation:
**ArcGIS Enterprise, ArcGIS Online,
ArcGIS Pro**

+ the following additional ArcGIS products and extensions: City Engine, Dashboards, Data Interoperability, Data Reviewer, Desktop, Drone2Map, Experience Builder, GeoAnalytics Server, GeoEvent Server, Image Analyst, Image Server, Insights, Monitor, Network Analyst, Spatial Analyst, StoryMaps, Survey123, Urban, Workflow Manager



Enhancing Service Reliability: How Esri Premium Support Assists Istanbul Metropolitan Municipality

THE CUSTOMER

The bustling city of Istanbul, with its 16 million residents, relies heavily on the services provided by the Istanbul Metropolitan Municipality (IBB). As Türkiye's most populous metropolitan municipality, IBB plays a pivotal role in shaping the quality of life for millions of Istanbulites. From transportation infrastructure to waste management, IBB's operations touch every corner of the city. However, even the smallest technical glitch can disrupt essential services and impact the well-being of its citizens.

Recognizing the critical importance of maintaining uptime and operational efficiency, IBB made a strategic decision in 2022: to invest in Esri Premium Support. This move aimed to ensure seamless operations, enhance project delivery, and address any challenges related to their ArcGIS.

THE CHALLENGE

In February 2023, IBB faced an unexpected hurdle. While attempting to generate an ArcGIS Enterprise backup using the WebGISDR tool, an error persisted despite consulting the online documentation for common problems and solutions. Frustrated by the issue, IBB turned to Esri Türkiye's dedicated support team for assistance.

"We had completely lost access to the Portal for ArcGIS site, and the backup recovery method had also failed. If we had not been able to restore the site with the extensive support we received, we would have had to recreate content that is crucial to our decision-making processes. Thanks to Esri support, we were able to prevent the loss of data as well as save time and effort."

Salim BORAN
ArcGIS Enterprise Administrator
Istanbul Metropolitan Municipality





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Within just 30 minutes, an Esri Türkiye support analyst was already in contact with IBB via email. Recognizing the urgency, IBB opted for a phone call and screensharing session to dive deeper into the problem. During this collaborative session, Esri Türkiye meticulously gathered all relevant details about IBB's system setup and the encountered error.

UNRAVELING THE MYSTERY

The investigation led to a crucial discovery: the unavailability of the Portal for ArcGIS site. Further examination revealed that both the Portal site and its linked database were corrupted. The ominous error message "The portal is unavailable at this time" confirmed the severity of the situation. Efforts to rectify the corrupted configuration files proved futile, leaving the system in a partially operational state.

THE SOLUTION

Understanding the gravity of the situation, Esri Türkiye swiftly proposed a way forward: escalate the issue to Esri's global Premium Support team. Within hours, IBB's devoted Technical Account Manager (TAM) and an analyst were on the case, meticulously working with the local analyst to troubleshoot the corrupted database and devise a recovery plan. As the case owners on both sides collaborated, the Esri and local TAMs partnered to minimize language barriers and ensure the most effective communication with IBB. Their expertise and dedication collectively ensured that IBB's critical systems would soon be back on track.

THE OUTCOMES

Esri Premium Support proved to be a lifeline for Istanbul Metropolitan Municipality. By promptly addressing technical challenges, providing expert guidance, and collaborating closely with both Esri Türkiye and IBB, Premium Support ensured service continuity for millions of Istanbulites. As the city continues to grow and evolve, this partnership remains essential in maintaining the well-being of its residents and the efficiency of its operations. Esri's commitment to excellence exemplifies how its technology can empower cities to thrive, even in the face of adversity.

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.

Esri Türkiye: Empowering IBB with Premium Support

Esri Türkiye, as the distributor and frontline support for Istanbul Metropolitan Municipality (IBB), plays a crucial role in enhancing the customer experience. Here's how:

1. Quality Technical Support: During business hours, Esri Türkiye provides IBB with top-notch technical support and expertise in Turkish, ensuring smooth operations and efficient problem-solving.

2. Local Technical Account Manager (TAM): Esri Türkiye's dedicated local TAM deeply understands IBB's system environments, offering personalized support and tailored solutions to their unique challenges.

3. Collaboration Across Teams: The local TAM collaborates closely with Esri's TAM and other teams at Esri Türkiye to address IBB's diverse and evolving technical needs.

4. Mission-Critical Goals: Whether it's maintaining the Istanbul Traffic Status app or conducting life-saving earthquake resilience testing, Esri Türkiye maximizes the impact of Esri technology and minimizes interruptions. The collaborative spirit fosters innovation and resilience within the community.

