

# PREMIUM SUPPORT CUSTOMER TESTIMONIAL



## Singapore Land Authority



*Esri Premium Support serves as a cornerstone of assurance for both the customer and the customer's vendors, offering a robust safety net of timely expert assistance in the event of any pressing issue.*

We had encountered a critical issue with our production system, which only became apparent during the processing of complex jobs involving large datasets. As a result, we were facing consistent timeouts between ArcGIS Pro and Workflow Manager. Premium Support gave us the ability to quickly setup a video conference call to inform key support resources of the situation, quickly identify possible causes, and provide a solution.

Our Premium Support technical account manager (TAM) has been pivotal in ensuring the swift resolution of critical issues and the timely provision of necessary workarounds. But I believe that the exemplary work of our TAM goes beyond maintaining the highest priority for issue resolution – he contributes significantly to the seamless operation of our systems and our mission to deliver high-quality services.

This invaluable resource not only provides peace of mind, but also fosters a sense of reliability and trust in the overall system. Knowing that such dedicated support is readily available for us serves to elevate the confidence of all stakeholders, reinforcing the belief that any challenges that may arise tomorrow will be swiftly and effectively addressed.



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