

PREMIUM SUPPORT SUCCESS STORY

Region**Europe**Distributor**Samsýn ehf, Iceland**Service**Special Events Premium Support**Service Duration**One-month**Event Type**System Upgrade**

A successful upgrade with minimal downtime

SITUATION

Founded in 1995, **Samsýn ehf**, Esri's official distributor in Iceland, is a well-established provider of cartography, fleet management, and GIS solutions for organizations across the country. Samsýn's small team of experts strive to ensure that their customers receive excellent service and outstanding support. With that goal in mind, in February 2020, they decided to invest in Esri Premium Support Services (PSS).

At the time, one of Samsýn's largest accounts—a utility company with an Enterprise implementation—was entangled in a problematic upgrade. The company, a lighthouse account, is an active user of ArcGIS Enterprise, ArcGIS Servers, ArcGIS Desktop, Field Apps, and Dashboards. GIS solutions play an ever-larger role in the company's daily operations, planning, and decision making. The slow implementation limited their use of ArcGIS Enterprise and had the potential to affect approximately 200 staff members if it continued. Because the upgrade affected a vital production environment, it was also very important to the customer that the upgrade take place over the weekend to minimize downtime.



"Special Events PSS was exactly what we needed. Knowing we could immediately collaborate with an experienced analyst and TAM gave us more confidence during the upgrade process. I would highly recommend it to other distributors implementing high-profile upgrades."

**Stefán Guðlaugsson****Chairman of the Board, Samsýn ehf**



Special Events Premium Support



Focus on the Event

Esri Special Events Premium Support is available in one-month, three-month, or six-month plans that provide additional support for high-visibility events ranging from elections to system upgrades to corporate restructures. A dedicated TAM provides personalized case management and partners with distributors to solve problems quickly, ensure projects are completed smoothly, and help customers reach their goals.

APPROACH

Samsýn's team tried to solve the problem using methods described in Esri blogs and other support materials but were unable to find a timely solution. To speed up the process and get extra support, Samsýn reached out to Esri about **Special Events Premium Support Services (SEPSS)**, which provides the same benefits as a yearly subscription to PSS on a shorter timescale.

After the first attempt at the upgrade failed, PSS prioritized the case and, during the following week, reviewed Portal for ArcGIS logs, determined the point of failure, and prepared the distributor for the next attempt. By the next weekend, the distributor better understood the process and successfully applied that knowledge to implement the upgrade.

OUTCOMES

Since Premium Support helped Samsýn implement their customer's upgrade, the customer has expanded their WebGIS activities and continues to efficiently provide utilities. The customer's effort in the upgrade process was low and they felt well taken care of. The proactive use of SEPSS by Samsýn will likely result in the customer renewing their EA contract.

Available Plans

One-Month Plan:

for national sporting events, music festivals, and elections.

Three-Month Plan:

for projects that can last a couple of months, e.g., software upgrades or migrations, political campaigns, and consulting.

Six-Month Plan:

for long-term projects lasting under a year, e.g., corporate restructures or mergers, research.

GET PREMIUM SUPPORT

Customers outside of the United States requiring Premium Support during a high-profile event should learn more about Special Events Premium Support Services (SEPSS) by contacting their Esri Authorized Distributor or by visiting Esri's Support Website at support.esri.com.