



Maximizing ArcGIS Success with Esri Services & Support

State of Oregon GPL

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Terri Morganson, Esri

Esri Services

Customer Enablement

Esri Advantage Program

*Vision, planning, advice
and technical enablement*

Technical Support

*Extensive
resources and
expert support*



Premium Support

*Personalized and
prioritized case
management*



Esri Managed Services

*Managing GIS
in the cloud*



Training

*Building workforce
capabilities and
capacity*



Business & Technical Consulting

*Subject matter experts
working with your team*



Projects

*Delivering
transformational
capability*



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Projects

*Delivering
transformational
capability to
customers
through teaming*

Esri Advantage Program



Planning

Work Plan

Focused Activities

Technology Webcasts

Technical Advisor

Common Work Plan Activities



Training

- *e-Learning*
- *Workforce Development Planning*
- *Instructor-Led Training*
- *Custom Training*



Premium Support

- *Unlimited Cases*
- *Up to 10 Cases*



Business & Technical Consulting

- *System Architecture Review/ Design*
- *ArcGIS Enterprise Jumpstart*
- *Developer Workshops*
- *Proof-of-Concept/Prototyping*
- *Enterprise Monitoring*
- *Cloud Readiness Assessment*
- *Location Value Assessment*



Esri Managed Services

- *Content Hosting*
- *Application Hosting*
- *WebGIS Hosting*
- *Platform Hosting*
- *GIS Environment/POC*

More Information:

Advantage Program Components & Learning & Service Credits

- Technical Advisor
- Annual Planning Session
- Technical Work Plan
- Learning & Services Credits

<https://www.esri.com/en-us/landing-page/lp/eeap-component>

State of Oregon Advantage Program annual term began July1, 2019.

Annual Planning Session - Dates to be determined (Q3/2019)

Topics? (technology, workshops, training, 'geostrategy'...)



Advantage Program Overview

Your VIP Gateway to Esri Resources and Services

It's all included and already paid for!


- Annual Account Planning Session
- Collaborate and strategize with a trusted advisor
- Determine initiatives and priorities
- Match resources and services to specific goals
- Opportunity to support and enable your staff
- Technical Workplan
- Learning and Services Credits – Currently 100*

*Ability to purchase extra L&S credits in blocks of 50. To add to the shared credit balance or to be purchased and allocated for use by a specific group, through the program.

Example Uses for Learning and Service Credits

- Technical or Business Consulting:
 - 2 hours = 1 credit
- Private Instructor-led Online Half-Day Workshop:
 - Up to 20 students = 5.5 credits
- Instructor-led Training:
 - 1 student for 1 day = 1 credit

 Esri Olympia Office
111 Market Street
Northeast, Suite 250
Olympia, WA 98501

 360.754.4727x8914

 aLaLonde@esri.com

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A Geospatial Strategy is an approach to help you achieve your business goals and outcomes through the application of GIS, mapping, and location intelligence.

Through the Advantage Program, Esri collaborates with our customers to help them define and execute their Geospatial Strategies.

Defining and Executing your Geospatial Strategy



