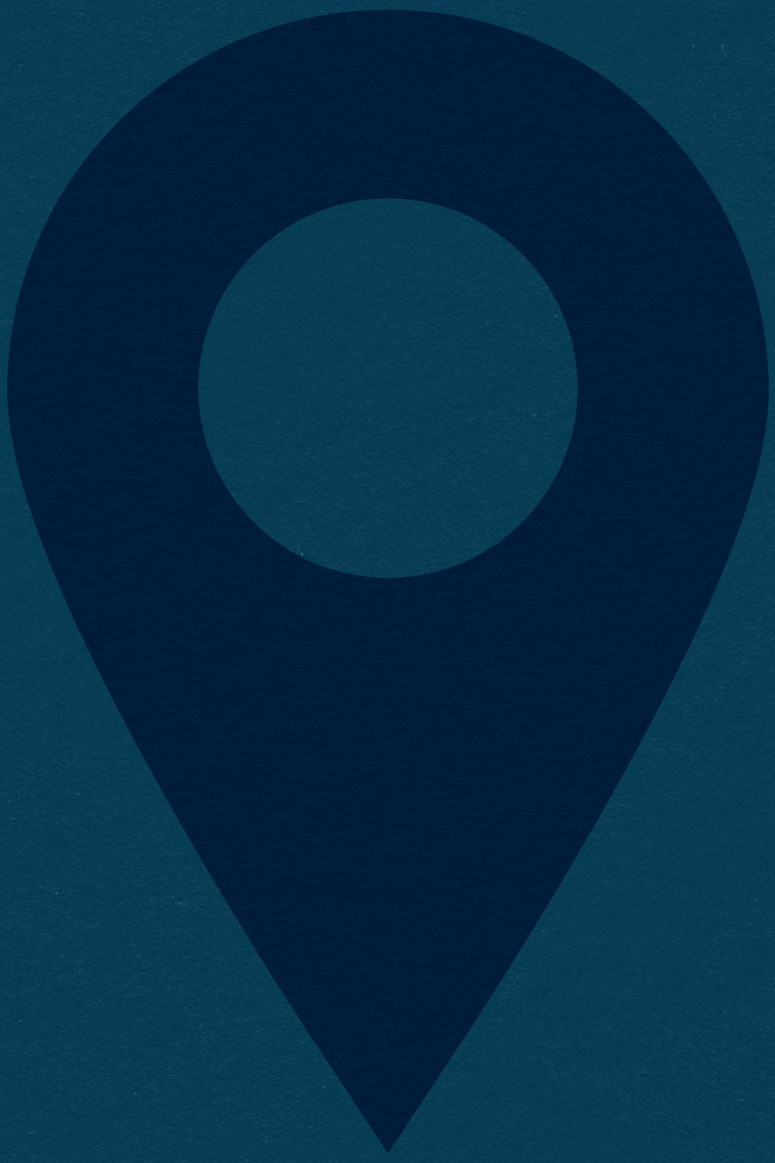

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Thank you for choosing Esri Australia.

The following document contains an overview of some of the benefits you have access to as part of your partnership with Esri Australia.

If you have any questions regarding this information, please feel free to contact our team on connect@esriaustralia.com.au or **1300 635 196**.

Jump to:

- **ArcGIS maintenance**
- **Technical support**
- **Professional Services**
- **Training**
- **Cloud Services**
- **Content Services**

ArcGIS maintenance

The 'must-knows' about maintenance

Your purchase of an ArcGIS licence includes one year of product maintenance which provides you with software updates, unlimited technology support and free e-Learning modules.

Our team will contact you each year to confirm renewal of your maintenance, to ensure you continue receiving these benefits.

SERVICE SNAPSHOT MAINTENANCE INCLUSIONS

- Latest software updates
- Local technical support
- Access to ArcGIS beta program
- e-Learning resources

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HELPFUL HINTS

- Keep the phone number **1300 635 196** handy for all maintenance or software-related queries
- Notify your finance team about the annual maintenance payment cycle – and set yourself a reminder so you don't miss your renewal date
- Tell us about changes to key contact details in your organisation so we can ensure you always receive important updates
- Get to know **my.esri.com** – your personalised hub for software downloads, support, e-Learning and more

Frequently asked questions:

Q: Does my maintenance renew automatically after 12 months?

A: No – we will email you a quote, and follow up with a phone call to your primary account contact. Alternatively, you may get in touch with us if you have any concerns.

Q: What happens if I don't renew my maintenance?

A: Not renewing your software licence before the due date may result in the following:

- Term licences and subscriptions: If you have an Enterprise Agreement, ArcGIS Online subscription or ArcGIS Developer subscription and do not renew your account, then you will lose access, data and functionality across your Esri platform.
- Perpetual licence: If you are on a perpetual licence and do not renew your account then you will lose your entitlements for ArcGIS Online Named Users, ArcGIS Pro Named Users, and/or ArcGIS Portal Named Users.

Q: If I don't renew maintenance, can I continue to use my ArcGIS software?

A: You can continue using your perpetual software, however you may lose access to some capabilities, including Named User entitlements, stored data and certain functions. You also won't be able to download software updates or access free technical support.

Technical support

Getting started with technical support

The technical support program – included with your annual product maintenance – is backed by a dedicated team of experts who are ready to address any question you may have about the ArcGIS platform.

You also receive self-serve access to our comprehensive resource library, which includes product documentation, best-practice guidelines, white papers, technology manuals, blogs and e-newsletters.

SERVICE SNAPSHOT TECHNICAL SUPPORT INCLUSIONS

- Local support
- Forums and events
- Product developers
- Resource library
- Subject-matter experts
- Software updates and patches
- MyEsri Support portal

my.esri.com is your single access point for:

HELPFUL HINTS

- Add **customercare@esri.com** to your email Safe Sender list to ensure you receive all technical support announcements and incident updates
- Help is just a phone call away – keep **1300 635 196** handy
- Visit **support.esri.com** to access helpful resources, including *Knowledge Base* – an authoritative source of technical articles and white papers

Frequently asked questions:

Q: How do I lodge a technical support request?

A: Lodge tickets at **my.esri.com**. Make sure you include an overview of the issue you have encountered, such as a description of what you were doing when the problem occurred, and the exact wording of any error message.

Q: What hours is the support team available?

A: The local support team is on-hand to assist during standard business hours and self-service resources are available 24/7 at **my.esri.com**.

Q: How do I renew my organisation's access to the technical support program?

A: Technical support is included as part of your product maintenance. Maintenance can be renewed by contacting the Client Service Centre on **1300 635 196** or **support@esriaustralia.com.au.**

Professional Services

Get to know the full range of expertise at your service

If you need help with a project, strategy, or even just kick-starting a smaller program of work, our Professional Services team is on-hand to assist.

Our qualified consultants are up-to-speed with the latest capabilities of the ArcGIS platform and use proven methodologies to deliver fit-for-purpose solutions.

SERVICE SNAPSHOT PROFESSIONAL SERVICES INCLUSIONS

- Application design and support
- Enterprise GIS strategies
- Cloud Services
- Project management and implementation
- Business consulting
- System architecture
- UX/UI advice

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HELPFUL HINTS

- Pre-purchase Learning and Services Units annually to make booking training and Professional Services easier
- Purchase a Jump Start package to have an Esri technology specialist quickly set up and configure your ArcGIS Online account
- Register at **esriaustralia.com.au/subscribe** to receive the latest service updates, case studies, webinar notifications and event invitations

Frequently asked questions:

Q: Can an ArcGIS specialist be hired on a contract or short-term basis?

A: Yes, we're able to provide support for any type of engagement. Our Professional Services team is available for short-term or long-term projects, on a one-off or ongoing basis. Our consultants can work on-site in your offices, or remotely from our offices.

Q: We don't have a dedicated GIS team in-house – will this be an issue?

A: No, this won't be an issue. You can outsource nearly every element of your GIS solution. Our consultants can design, develop and deploy your GIS platform, and provide ongoing application management should you require it. Our Cloud Services offering also enables you to outsource the hosting of your applications – so your organisation doesn't need on-site hardware or expertise.

Q: How can I establish an effective GIS strategy for my whole organisation?

A: When it comes to establishing a GIS strategy, there are a number of options available. The first step is to speak with your account manager, who will be able to help determine the best path based on the complexity of your business, the unique challenges you face and any budgetary or resource considerations.

Training

Your guide to training services

Our training programs are designed to ensure your workforce becomes proficient in the ArcGIS platform and your GIS deployments are effective.

Through the maintenance program, your team has access to free e-Learning resources – or for more comprehensive training solutions, we offer industry-recognised online courses, on-site personalised coaching and instructor-led workshops.

SERVICE SNAPSHOT TRAINING INCLUSIONS

- Instructor-led online training
- Customised workshops
- Facilitated courses
- On-site coaching
- Free e-Learning

HELPFUL HINTS

- Access hundreds of free resources, including video tutorials and self-paced learning modules at **esri.com/training**
- Establish a training path, book a course and keep track of personal training histories at **esriaustralia.com.au/training**
- Make booking a course easier by purchasing pre-paid Learning and Services Units that can be redeemed for any training course for up to 18 months
- Contact **1300 635 196** for all training-related queries

Frequently asked questions:

Q: I'm new to GIS – where should I start?

A: If you're completely new to GIS or have basic skills you're looking to grow, it's best to start with either *ArcGIS I: Introduction to GIS* or *ArcGIS II: Essential Workflows*. Before registering for either course, we recommend you speak with a training coordinator on **1300 635 196** or email **training@esriaustralia.com.au.**

Q: Do you offer customised training?

A: Yes – to organise tailored training that meets your organisation's specific data, workflow and process requirements, please contact a training specialist at **training@esriaustralia.com.au.**

Q: Where are training courses held?

A: We can run a course at your own workplace, or alternatively our scheduled courses are held at centrally located training facilities in each capital city. To view upcoming training options at a location convenient to you, go to **esriaustralia.com.au/training.**

Q: Do you offer support around workforce development planning?

A: Yes, we can work with you to develop a customised workforce development plan to upskill your personnel and help ensure your organisation meets its business or project objectives. Our training specialists will work closely with you to tailor a solution that suits your needs and budgets.

Cloud Services

Information about hosting your GIS in the Cloud

By tapping into Esri Australia's Cloud Services offering, your organisation is able to access the full capabilities of the ArcGIS platform without the need to invest in physical infrastructure or the resources required to manage these complex systems.

Outsourcing the hosting of your GIS also enables your geospatial team to remain focused on their core duties, rather than managing technical operations.

SERVICE SNAPSHOT CLOUD SERVICES INCLUSIONS

- Scale to meet demand
- Variable capacity
- High availability
- Managed by ArcGIS experts
- OPEX not CAPEX

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To determine if a hosted solution is right for your organisation, take the self-assessment test at **esriaustralia.com.au/cloud-survey**

Frequently asked questions:

Q: How quickly can we scale up and down our hosted application?

A: Our Cloud Services solutions will scale automatically to meet demand. When we first set up your Cloud solution, we will ask if you want the solution to scale to a set limit, or to scale to meet any usage level – then the technology will automatically adjust as required. This ensures your application can manage high volumes of traffic. Once the usage peak subsides, the platform will scale back to normal.

Q: How secure is Esri Australia's Cloud solution?

A: All applications are hosted on a highly secure platform that has passed third-party penetration testing. Our Cloud infrastructure is based in Australia and protected by physical and network gateway systems to ensure security and privacy.

Q: Is my data hosted in Australia?

A: Yes, all Cloud Services solutions are hosted on servers based in Sydney, unless otherwise requested.

Q: Can hosted solutions integrate with our existing systems?

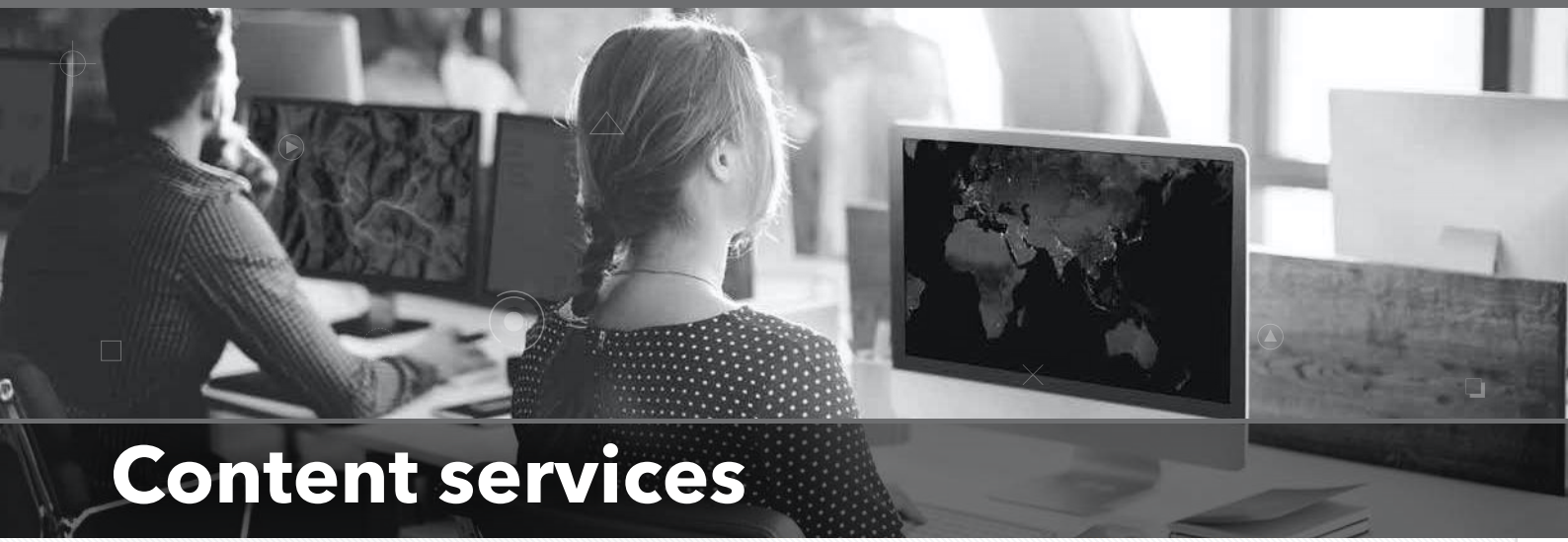
A: Yes, our Cloud Services can integrate with a broad range of technology platforms and corporate systems, and can even be configured to appear as part of your local network.

Q: How do I know if a hosted solution is right for my organisation?

A: One of our consultants can help you decide if Cloud Services is the right solution for your organisation – or alternatively you may complete a self-assessment online at **esriaustralia.com.au/cloud-survey**

Q: How do I migrate to the Cloud?

A: Our Cloud Services team can help you get started – just call us on **1800 870 750** and we'll take you through your options.



Content services

Your guide to the data and content landscape

Working with quality data – both from within your own organisation and external sources – will give greater currency and more conclusive results from your geospatial analytics.

Our data and content team can help you gain deeper insights by providing advice and access to a range of authoritative datasets which include: foundation maps, 3D buildings; roads and traffic; points of interest; addresses; cadastre and property; elevation and terrain; administrative boundaries; geodemographics; human movement and more.

SERVICE SNAPSHOT THE CONTENT VALUE MODEL

Access to local and global datasets

Content analysis and reporting

Geocoding and data management

Data cleaning, migration and support

HELPFUL HINTS

- Call **1300 635 196** to be connected to a data or content specialist
- Tap into Esri's Living Atlas of the World for a collection of free maps, apps and data layers at **livingatlas.arcgis.com**
- Visit **marketplace.arcgis.com** to access ready-to-go apps and data for ArcGIS Online

Frequently asked questions:

Q: What's the process to purchase data?

A: You can order datasets as a single purchase, downloadable via a link which will be emailed to you. Alternatively, you can purchase an ongoing annual subscription, accessible via an API. We recommend speaking with a data consultant prior to making your selection.

Q: What kind of assurances do you offer around data accuracy?

A: The data we provide is sourced from authoritative content providers, verified outlets and leading government agencies. This ensures the data is up-to-date and accurate. We also offer services to clean and manage your existing data sources, so you can be confident of its integrity.

Q: What industry-specific data can I access?

A: There is a wide range of industry-specific datasets available, including: utilities and telecommunications; architecture and engineering; agriculture; mining and petroleum; commercial real estate; land management and more. Connect with a data specialist to see what's available.

Q: Where can I find free content?

A: Free data is available from a wide range of sources. If you have an ArcGIS licence, you can access free content from **livingatlas.arcgis.com**. You can also download free raw data from sources including: Geoscience Australia; PSMA; and, ABS. If you're looking for ready-to-use, geo-enabled data though, we recommend investing in optimised datasets primed for spatial applications. While these are unlikely to be free, these datasets are high quality and will ultimately save you significant time. Head to **esriaustralia.com.au/content-services** to take a closer look at your options.

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