

Technical Support

Providing Innovative Support Solutions Tailored to Your Needs

A Comprehensive Suite of Support Services

Within the fast-paced climate of today's business environment, you face many challenges: new architectures, aggressive timelines, limited funding and fewer resources at your disposal. Esri Canada can help you overcome these challenges. We offer many avenues to obtain support – telephone, email, online – to get you the answers you need quickly and easily.

When you purchase a qualifying software product license, you'll receive one year of software maintenance that includes Standard Support free of charge. After the first year, you can renew your maintenance annually to continue accessing Standard Support.



1-877-441-0337

"This is the best support team I have ever encountered!"

Karen Tomajko
Norfolk Power



support@esri.ca



esri.ca/EN_support

Standard Support

Our Technical Support team provides customers with complimentary nationwide access to expert staff for ongoing quality checks, technical analysis and support of Esri solutions. We provide technical and functional assistance through unlimited email or telephone support via a toll-free number from Monday to Friday between 8 a.m. and 7 p.m. Eastern Time.

New Software Releases

New software releases are automatically shipped to all customers who are current on maintenance. These releases contain major feature enhancements including new functionality and technology and improved performance.

Service Packs

Service packs are minor feature maintenance releases and are generally released on a quarterly schedule. This type of release addresses issues with the software that have been reported by users or uncovered through Esri's own investigations. Service packs are generally available via the Web and via CD distribution upon request.

Patches

Patches can be single fixes or a set of related fixes in a specific functional area of the software and are available via the Web. Once a patch is released, it is incorporated into subsequent service pack releases.

Hot Fixes

In situations where an issue is determined to be a software defect, we understand that workflows prevent clients from waiting for the next software release or service pack. We do have the ability to address some software defects outside the standard release cycle in a software patch or hot fix. In these cases, Esri Canada has a framework in place for consistent evaluation of critical client issues to determine the appropriate course of action.

Secure Live Remote Support

If you prefer a more hands-on approach to resolving your incident, a technical support representative is equipped with remote support tools to assist you. Each member of the Support Services staff can directly view your system using the secure NTR Support or Live Meeting tools to find an expedient solution to your problem.

Esri Online Support Center

The Esri Online Support Center is a dynamic Web site that delivers new technical information to the Esri user community in the form of updated product documentation, blog posts, technology announcements and more.



“The technician did an excellent job researching the problem and worked patiently until it was resolved. I very much appreciated her perseverance.”

Susie Harder
Transport Canada

Knowledge Base

The extensive text-based knowledge base provides easily accessible solutions to technical questions. An advanced search engine enables you to rapidly search the entire knowledge base for the information you need.

User Forums

The Esri software user forums are intended to provide you with a place to discuss your software questions with your peers. This is a helpful venue to ask questions and share knowledge about technical details and techniques for accomplishing tasks.

Web Help

Web-based help is an up-to-date version of the help system that was shipped with the product; new information is added and existing topics are updated as necessary.

Support Portal

The Support Portal allows you to track and manage your support incidents and log new issues online. You can view current status, last activity and resolution information for all of your interactions with Esri Canada Technical Support through the Support Portal.

Product Documentation

Product documentation includes how-tos, FAQs, tutorials, tips and tricks, functionality matrices, best practices and updates on Esri's past and current products.

Getting Technical Newsletters

Getting Technical provides technical product spotlights, includes answers to frequently asked questions, offers tips & tricks and provides advance notice of technology updates that directly impact how you work.

Support Portal Dashboard

English French History

- My Dashboard
- Requests
 - Feature Request
 - Support Request
- Cases
 - My Open Cases
 - My Closed Cases
 - Open Cases
 - Closed Cases
- Surveys

My Dashboard

Refresh Find Customize

Cases - This Month

- CLOSED (1)
- NEW (1)
- OPEN (1)

Case Status Report

Status	Percentage
OPEN	33%
CLOSED	33%
New	33%

InBox - Last Two Weeks

- Processed (1)

Summary Information

<p>Customer</p> <p>ESRI Canada Limited (#37) 12 Concorde Pl Suite 900 AcctMgr:John,Kitchen</p> <p>Actual Date: 3/3/2010 6:47 AM</p>	<p>Status</p> <p>Status: OPEN</p> <p>Problem Code: MESSAGE</p> <p>Assigned To: UNASSIGN</p> <p>Assigned By: FWADMIN 3/3/2010 11:47 AM</p> <p>Priority: High</p>
<p>Contact</p> <p>Mr. Jason Cummings (cdore@esricanada.com)</p> <p>Phone: +1 (416) 441-6035Ext.</p> <p>Fax:</p>	<p>Registered Product:</p> <p>Product Code: AG- ArcMap</p> <p>Contract #:</p>

Detail Information

Problem

Synopsis:
ArcMap Crashing

Problem Description

cdore@esricanada.com 2010-Mar-03: Product: ArcMap

Problem: Error Message

Priority: High

Description: Hello Support,
When I open ArcMap, the application crashes with no error message. We are working with ArcInfo 9.3.1 and this was working fine yesterday. Any help would be appreciated.
Kind regards,
Céline Doré

The Support Portal Dashboard provides a comprehensive overview of your organization's new, open and closed support cases. The time period is customizable and can be for a period of up to 2 years.

Premium Support

For mission-critical needs, we offer enhanced technical support coverage designed to help protect your investment in Esri software.

Our annual Premium Support subscription program is ideal for organizations developing sophisticated enterprise GIS applications that require the highest levels of support and need to minimize the impact and cost of downtime.

Premium Support analysts are dedicated, experienced GIS professionals with technical, database administration and application expertise who specialize in resolving difficult issues. In addition to the components listed below, the Premium Support program includes all the features and benefits included with the Standard Support program.

Designated Premium Support Coordinator

Premium Support customers have the benefit of a direct relationship with a designated premium support coordinator (PSC) who is familiar with their system's architecture and infrastructure, as well as business goals.

Priority Incident Escalation

Support incidents reported by Premium Support customers are immediately escalated to our senior support analysts after initial incident documentation. You also benefit from priority handling of all your support requests through proactive monitoring and feedback by your designated PSC.

Priority Phone Support & Routing

Premium Support customers have a dedicated phone number to reach their designated PSC directly or be automatically routed to a skilled technician who can assist with, troubleshoot and provide guidance on the technical issue until the PSC becomes available.

Daily Incident Status Updates

Your Premium Support Coordinator provides daily status updates on all active Premium Support incidents.

Proactive Information Sharing

Your Premium Support Coordinator proactively provides the latest software news and updates.

Proactive Premium Support Reviews

A key component of the program is a service review that is attended by your Account Manager, your Premium Support Coordinator, the Premium Support Services Manager and other Esri staff as required. The objective of this meeting is to review your Premium Support incidents and service metrics.

Support Programs at a Glance

	Premium Support*	Standard Support
New Software Releases	X	X
Service Packs	X	X
Patches	X	X
Hot Fixes	X	X
Unlimited Bilingual Telephone Support (8:00 a.m. to 7:00 p.m. E.T., Monday through Friday)	X	X
Secure Live Remote Support	X	X
Esri Online Support Center	X	X
Knowledge Base	X	X
Web Help	X	X
Product Documentation	X	X
Support Portal	X	X
Getting Technical Newsletters	X	X
User Forums	X	X
Web Seminars	X	X
Feedback	X	X
Designated Premium Support Coordinator	X	
Priority Incident Escalation	X	
Priority Phone Support and Routing	X	
Daily Incident Status Updates	X	
Proactive Information Sharing	X	
Proactive Premium Support Reviews	X	

*Must be current on all maintenance to purchase Premium Support.

Esri Canada

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Customer Care

1-800-447-9778
customer@esri.ca

Technical Support

1-877-441-0337
support@esri.ca

esri.ca

Founded in 1984, Esri Canada provides enterprise geographic information system (GIS) solutions that empower businesses, governments and educational institutions to make timely, informed and mission-critical decisions by leveraging the power of geography. The company distributes the world's leading GIS software from Esri, Telvent, Cityworks - Azteca Systems, Inc. and other technology partners. Headquartered in Toronto, the company serves over 10,000 customers from 16 regional offices across Canada.

British Columbia

Vancouver: 604-682-4652
Victoria: 250-383-8330
Kelowna: 250-861-3774

Alberta

Calgary: 403-262-3774
Edmonton: 780-424-3774

Saskatchewan

Regina: 306-352-3774

Manitoba

Winnipeg: 204-943-3774

Ontario

Toronto: 416-441-6035
Ottawa: 613-234-2103
London: 519-645-4919
Sudbury: 705-670-0870

Québec

Montréal: 514-875-8568
Québec: 418-654-9597

Nova Scotia

Halifax: 902-423-5199

New Brunswick

Fredericton: 506-454-7773

Newfoundland & Labrador

St. John's: 709-726-3774

