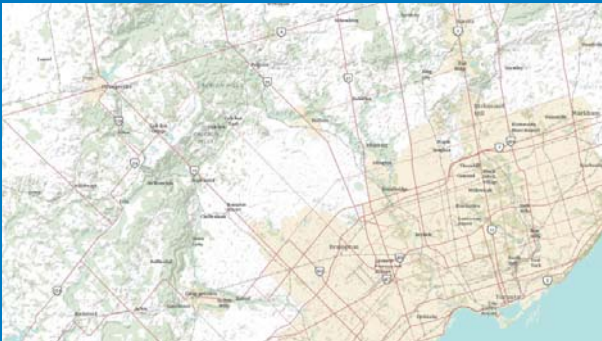


Resources Overview

- > Training, Seminars & Conferences
- > Online Data
- > Newsletters & Publications



Make the Most of Your GIS Investment

Professional Services

Our Professional Services group utilizes industry best practices and highly qualified personnel to ensure that implementations are delivered on time and on budget. Our consultants share knowledge and assist you in building your GIS skills to help you move forward with confidence. For more information, see the Professional Services brochure included in this kit.

Technical Support

Our Technical Support group provides you with direct, national access to expert staff for ongoing support for Esri solutions. We also provide self-service technical support information at esri.ca/technicalsupport. For more information, read through the Technical Support Guide included in this kit.

Extended Support Programs

Our extended support programs, including Premium Support and the Enterprise Advantage Program, combine the expertise of the Esri Canada Professional Services and Technical Support groups to provide the highest level of software and project support available. These programs enhance our core support offering and are designed for customers who are developing, implementing or supporting complex, mission-critical GIS applications.

Training Solutions

We deliver high quality, high-value training courses mapped to the specific learning requirements of our customers. All courses are delivered by an experienced team of professional trainers and can be delivered on-site or taken at one of our 16 dedicated training centres across Canada. We also provide training at your convenience through our mobile training centres. Our staff can travel anywhere in the country to deliver training.

We offer more than 40 training courses for new, intermediate and advanced users, developers, system architects, database administrators and managers to help increase product and domain knowledge, as well as accelerate user adoption. For a full listing of courses and more information, see the Training Solutions catalogue in this kit or visit esri.ca/training.

Web Seminars

We offer complimentary Web Seminars dedicated to a focused topic, delivered by our technical experts and streamed directly to your desktop. These allow us to deliver quality technology training and demonstrations at your convenience. For a list of upcoming Web Seminars and to view archived recordings of past Web Seminars, visit esri.ca/webseminars.

Esri Canada User Conferences

We host 16 User Conferences across the country every year. These events are excellent opportunities for you to see and hear first hand the exciting new developments in Esri technology. They are also an excellent opportunity to network with other Esri users in your area and from across Canada. We also participate in numerous industry tradeshow and conferences throughout the year. View our complete event schedule, including Esri Canada User Conference dates and locations at esri.ca/events.

Web Site

Our Web site contains a wealth of information about our products, services and upcoming events. You can download past issues of our magazine, sign up to receive eNewsletters or browse industry pages to learn more about how GIS can help you. Visit esri.ca.

Online Data

ArcGIS Online provides a common platform for ArcGIS users to discover and share geographic content and to build GIS applications. You can directly connect to maps, layers, tasks and tools published by Esri and other ArcGIS users. You can also upload your own maps and data to share with a broad community of users. Visit arcgis.com to learn more.

Through the Esri Canada Community Maps program, government organizations across Canada can contribute their geographic information to be published as community maps on ArcGIS Online. The maps are integrated into a World Topographic Map maintained by Esri. The program provides free and easy access to detailed, accurate and high-performance online community basemaps that users within and outside your organization can leverage to develop innovative GIS applications.

eNewsletters

Subscribe to our eNewsletters to receive the latest Esri Canada news. We distribute five eNewsletters based on your language, interest and area of expertise.

- **NewsFlash** will keep you current with the latest news from Esri Canada and Esri Inc. It will also provide you with upcoming events and seminars, access to our latest case studies and featured training courses.
- **Nouvelles éclair** is a French-language bulletin focused on providing the latest information on Esri Canada news, events and case studies.
- **Getting Technical** provides product spotlights; offers technical tips and tricks; software patch notifications and other technology updates.
- **Education Spotlight** is specifically designed for educators and administrators in K-12 schools, colleges and universities. It delivers updates on our new education support programs, news bulletins and special events.
- **SDI News** keeps you up-to-date on what's happening in Canada and globally related to spatial data infrastructure.

Sign up for our eNewsletters at esri.ca/enewsletters.

RSS Feed

Receive our latest news releases and announcements by subscribing to our RSS News Feed at esri.ca/rssfeed.

ArcNorth News Magazine

Subscribe to ArcNorth News, a free magazine distributed twice a year to more than 7,000 Esri users. It features Canadian GIS success stories, provides technical tips and discusses some of the latest technology. Every issue focuses on a specific GIS theme to deepen your understanding of GIS technology and use. Read the current issue included in this kit and start your subscription by visiting esri.ca/arcnorthnews.

Please contact the Esri Canada Customer Care or Technical Support team with any questions you might have.

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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.

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