



Maintaining your GIS advantage

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The technology world in which you use your GIS software is forever changing. New versions of operating systems, databases and complementary software are released; industry standards evolve; and the global GIS user community places demands on software developers for new functionality and applications.

Our Maintenance Programme is designed to make sure that you and your colleagues continue to get maximum value from your organisation's investment in ESRI and ESRI (UK) products. Whether you purchased ArcGIS licences for an initial period or as part of a mission critical operation system, a single annual payment for each licence held will deliver many benefits that ensure productivity is optimised.

ESRI (UK) provides maintenance for the first 12 months as part of your initial software purchase, after which time, continuing with the Maintenance Programme ensures you maximise your return on your GIS investment.

ESRI (UK) Maintenance Programme – what you will receive

Our Maintenance Programme is designed to ensure you get maximum value from your organisation's investment in ESRI and ESRI (UK) products.

Software Upgrades

New releases of software covered by the Maintenance Programme are issued without the need for additional licence payments, so you automatically receive new functionality, support for new platforms, bug fixes and smooth system interoperation where you have different software licences.

Technical Support

ESRI (UK) provides a quality support service that enables you to obtain technical assistance by phone or email from our Technical Support staff. Our support service covers:

- Local support of ESRI products
- Support of UK products

International User Conference

This Conference provides an unparalleled learning experience and is an excellent training course in GIS strategy, implementation and use. Participating ESRI (UK) customers are entitled to free or reduced admission fees depending on products licensed.

How will this help you?

Operational Consistency

Putting all copies of ArcGIS and UK products onto the Maintenance Programme means that all users will be using the same and most up-to-date software version, aiding collaboration and reducing the cost of in-house support.

Flexibility

Keeping up-to-date with your maintenance allows you to easily transfer or upgrade to other ArcGIS products or licence types.

Support

Investing in the Maintenance Programme will ensure that you will always have the appropriate level of software support for your users.

Efficient Planning

Ensuring that you keep up-to-date with your maintenance will enable you to plan ahead by giving you a clear time-line for software upgrades.

Easier Budgeting

The Maintenance Programme means that you are able to budget for software upgrades and technical support year on year, preventing the need to find additional funds for capital purchases as upgrades are released.

Contact Us

If you have an enquiry about your maintenance or a recent maintenance renewal quotation you have received, please contact us on:

T 01296 745611

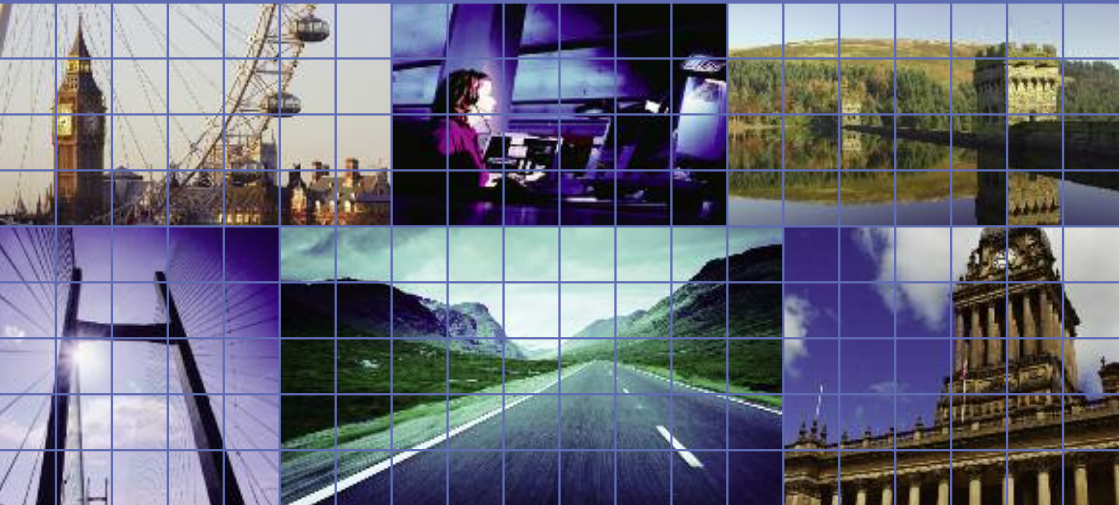
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About ESRI (UK)

ESRI (UK) is part of the global ESRI network. With the single, largest pool of GIS expertise in the UK, the company is the technical authority on GIS. ESRI (UK) provides solutions, technology and services including off the shelf applications built on the ArcGIS software suite and an extensive range of consulting and training services.

Its offerings meet a range of business needs in different markets including Business, Local & Central Government, Public Safety, Utilities and Telecommunications, as well as catering for system integrators and application developers through the ESRI Developer Network.

By building a deep understanding of its customers' needs, ESRI (UK) is able to help businesses become more profitable and public service more efficient through the better use of GIS. This process of enhancing sustainable growth within organisations by developing solutions with the power to anticipate and meet industry specific requirements is known as **Visionary Thinking**.

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