

Extended Support in Three Tiers

Additional support beyond standard support. An additional assurance for critical operations which, among other things, provides increased incident priority and dedicated support personnel. Included components:

Extended Support Level 1

- kickoff meeting with designated support coordinators from Esri Support
- Daily status updates on all ongoing support cases
- Dedicated support coordinators from Esri Support
- Ongoing case reviews of ongoing and resolved cases
- Guaranteed registration and response times

Extended Support Level 2 and 3

To make the extended support service even more robust, Extended Support Level 1 can be augmented with [additional support from Esri Inc.](#) This extended support comes in two tiers based on customer size. It's Priority Support (Level 2) or Premium Support (Level 3). This support can provide:

- Priority support cases and initial responses within one hour
- Support cases handled exclusively by senior support analysts
- Case registration and management 24/7, every day of the year
- Personal coordinator from Esri Inc to drive cases forward using an extensive network at Esri Inc

The different levels of support as a matrix:

Content	Standard	Extended support 1	Extended support 2	Extended support 3
Access to My Esri	X	X	X	X
Access to the latest versions and patches	X	X	X	X
Unlimited number of support cases	X	X	X	X
Live Remote Support (via screen sharing)	X	X	X	X
Support through web pages	X	X	X	X
GeoNet - The Esri Community	X	X	X	X
Dedicated support coordinators		X	X	X
Kickoff meeting with the customer		X	X	X
Ongoing case reviews		X	X	X
Daily status updates on open cases		X	X	X
SLA - Registration and response times (1h/8h)		X	X	X
Priority support when cases are escalated to Esri Inc			X	X
Response from Esri Inc within one hour			X	X
Always senior analysts for cases escalated to Esri Inc			X	X
Ability for case registration 24/7				X
Case handling 24/7 for cases escalated to Esri Inc				X
Dedicated support coordinator from Esri Inc				X