

1. ARCGIS SOFTWARE MAINTENANCE PROGRAM

1.1. General Overview

This document details Esri Malaysia's Software Maintenance Program for the ArcGIS software. The ArcGIS software maintenance program ensures uninterrupted access to the latest updates, technical support, and advanced features, empowering customers to leverage the full potential of ArcGIS for efficient spatial analysis and decision-making. With our dedicated support, customers can stay ahead in the rapidly evolving of ArcGIS technology and capability.

1.2. Overview Benefits of the ArcGIS Software Maintenance Program

The ArcGIS software maintenance program entitles you to access:



SOFTWARE UPDATES

Keep your organization current on leading-edge technology and guarantee your platform's security with regular updates on the latest feature enhancements.



TECHNICAL SUPPORT

We're here to help. When you're part of this program, you can contact our technical support team any time by phone or email.



A GLOBAL NETWORK OF GIS PROFESSIONALS

Connect and collaborate with a worldwide community of GIS users and experts committed making a difference with intelligent, data-driven decision-making.



E-LEARNING RESOURCES

Enjoy unlimited access to a large collection of self-paced e-learning resources to grow your ArcGIS skills and get the results you need.



RICH CLOUD CONTENT AND SERVICES

Enhance your projects and take your GIS products further with ArcGIS apps, imagery, basemaps and datasets from Esri's Living Atlas.

2. ARCGIS SOFTWARE MAINTENANCE (COMMERCIAL-OFF-THE-SHELF) AND SUPPORT PROGRAM

The standard software maintenance program is a cost-effective and comprehensive program that includes technical support, the latest software updates, user support publication and other Esri online community support services, and many other benefits. Software purchased comes with 1-year of free maintenance. In addition, Esri Malaysia provides ArcGIS software renewal maintenance as per the agreed subscription term. This software maintenance program allows you to keep up with the latest software technology developments, take advantage of usability improvements, and thereby improve overall work productivity. The software maintenance shall commence upon license key issued by Esri Inc.

Esri Malaysia will provide technical support services in accordance with the Esri Scope of Support (<https://support.esri.com/en/supportscope>) throughout the software maintenance period where applicable.

Activities	Software Maintenance Support
New releases & software updates (exclude installation services)	✓
Software Patches & Bug Fixes for current software versions	✓
Unlimited access to e-learning	✓
Standard Technical Support	✓

Table 1: What's included in ArcGIS Software Maintenance Program

2.1. Support Procedures

In the event that a software functionality issue is encountered, users are encouraged to first consult the Esri Support Center Knowledge Base at <http://support.esri.com> to search for potential solutions.

When contacting Esri Malaysia's Technical Support team for assistance, be prepared to provide as much of the following information as possible:

- Organization name
- Contact name in full
- Contact phone number and email address
- Your software product(s) with version number
- Licensee's Esri customer number
- Type of hardware you are using (manufacturer, version of operating system)
- Exact wording of any error messages that appeared on your screen.
- Steps or procedures that were performed leading to the error.

2.1.1. Telephone

Esri Malaysia's Technical Support team are available by telephone Monday through Friday from 9:00 am to 5:00 pm, Malaysian time excluding Public Holidays. Users can call our Technical Support team at **03-5022 0122** to log technical problems with us. All technical support queries will be acknowledged and resolved in a timely manner. All technical support queries must be logged with the technical support team.

2.1.2. Electronic Mail

Esri Malaysia also uses electronic mail to receive users' questions and problems around the clock. Users who have this facility can send technical problems or questions to our email address at techsupport@esrimalaysia.com.my. Our support team checks the email regularly for incoming messages and distributes them to the appropriate specialists. An acknowledgment and response to the support case is returned by electronic mail.

2.1.3. My Esri and Esri Support App

Esri Malaysia uses My Esri (<http://my.esri.com>), which enables users to track and manage all support cases related to supported software products. Users with access to this platform can create a support case via the "Support" button in My Esri or through the Esri Support App. Once a request is submitted, a case number is automatically generated and shared with the user. Users can track and manage their cases through either the Esri Support App or My Esri. An acknowledgment and response to the support case is returned by electronic email.

2.2. Live Remote Support

Esri Malaysia will provide live remote support in accordance with the Esri Scope of Support (<https://support.esri.com/en/supportscope>). Live remote support will be delivered using a secure remote access platform that enables Esri Malaysia's support team to remotely access systems and assist in diagnosing technical issues during business hours, ensuring timely support. Where applicable, customers have the option to use their own remote software, provided it meets the necessary security and functionality requirements for effective support.

2.3. Response Times

A response means that Esri Malaysia acknowledges any call or email request and assigns a case number to the reported issue. In some instances, Esri Malaysia may need to gather additional information from your organization to affectively resolve the issue. Esri Malaysia responds to technical support requests during normal business hours and makes commercially reasonable efforts to respond and provide updates based on the severity level of the technical issue as outlined in the table below. Our goal is to respond to all calls and emails within the hours specified in the table below.

Severity	Criteria	Response Time	Status Update	Remarks
Critical	<ul style="list-style-type: none"> A major fault that causes severe impact to business operations such as substantial downtime, severe performance degradation, and substantial damage to the client data. Example: Complete live system failure, all users unable to access the system 	Six (6) Business Hours	Esri Malaysia will provide status updates every business day until closure of the Case.	Esri Malaysia is not responsible for issues that are unrelated to the ArcGIS solution. If an issue is caused by product limitations or bugs within ArcGIS, resolution times and fixes cannot be guaranteed, as they are dependent on the product's principal development team at Esri Inc.
High	<ul style="list-style-type: none"> A serious fault that causes a non-critical impact to business operations such as significant performance degradation, partial disruption of important tasks, delay in time-sensitive processes, or damage to client data. Example: Planning appeal cannot be processed 	Six (6) Business Hours	Esri Malaysia will provide status updates every business day until closure of the Case.	Esri Malaysia is not responsible for issues that are unrelated to the ArcGIS solution. If an issue is caused by product limitations or bugs within ArcGIS, resolution times and fixes cannot be guaranteed, as they are dependent on the product's principal development team at Esri Inc.
Medium	<ul style="list-style-type: none"> A minor fault that causes little or no impact to business operations such as some functional disruption or limitation of the deployed system. Example: System is still available at the expense of some workaround 	Two (2) Business Days	Esri Malaysia will provide status updates every two (2) business days until closure of the Case.	Esri Malaysia is not responsible for issues that are unrelated to the ArcGIS solution. If an issue is caused by product limitations or bugs within ArcGIS, resolution times and fixes cannot be guaranteed, as they are dependent on the product's principal development team at Esri Inc.
Routine	<ul style="list-style-type: none"> Request for system clarification or guidance of the deployed system. Example: Operational steps on the deployed modules. 	Two (2) Business Days	Esri Malaysia will provide status updates every two (2) business days until closure of the Case.	Esri Malaysia is not responsible for issues that are unrelated to the ArcGIS solution. If an issue is caused by product limitations or bugs within ArcGIS, resolution times and fixes cannot be guaranteed, as they are dependent on the product's principal development team at Esri Inc.

Table 2: Support Response Time

2.4. Resolution Times

The time required to answer a user's question or resolve an issue can vary considerably, depending on the type of problem and whether it can be reproduced in our environment. Typically, we are able to replicate issues if the user can provide a comparable dataset. In most cases, we can respond to questions and suggest workarounds on the same day the request is received.

If further research or consultation with a specialist is needed, resolution may take two or three working days. In rare circumstances, it may take longer. If the issue is identified as a coding or documentation error with no available workaround, resolution may have to wait until a programming update is released. While it is Esri Malaysia's goal to provide timely and effective resolutions to all reported issues, we cannot guarantee specific resolution times.

2.5. Value and Benefits of On-going Software Maintenance

Software Entitlement			
No	Item	Features	Benefits
1.	Latest releases of Esri software updates, patches and fixes	<ul style="list-style-type: none"> Leverage leading-edge capabilities and analytics that Esri's technology R&D produces. Receive Esri software releases, updates, patches and fixes when available at no additional cost (for supported version). Updates include security patches, feature enhancements and improved performance, as well as new functionalities and future versions of Esri's leading technology. 	Making sure your mission critical GIS application is always up-to-date with the latest technology and security patches.
2.	ArcGIS Early Adopter	<ul style="list-style-type: none"> Be part in shaping next generation of Esri products and services. 	Preview and test Esri's upcoming prerelease software and access emerging technologies in development.
Technical Support Entitlement			
1.	My Esri	<ul style="list-style-type: none"> Easy access to all the Esri Maintenance benefits such as software updates, patches, bug fixes, e-learning, technical support, and more. Download Software Assign training permissions Access e-Learning Training → Free Unlimited Training 	<p>Self-service portal to access products and services.</p> <p>Allow users to download Esri software purchased by the organization.</p> <p>Enable users to manage e-Learning permissions within the organization (for example, inviting others to connect to the organization specifically for self-paced e-Learning).</p> <p>Allow users unlimited access to a vast library of training resources on the Esri Training website. Track and monitor learning activities completed by members across the organization.</p>

		<ul style="list-style-type: none"> View Technical Support information 	Allow users to view the organization's support information (for example, browsing technical support cases).
		<ul style="list-style-type: none"> Take authorized caller actions 	Authorized callers can create and manage support cases for the organization, which includes the ability to submit data to Esri.
2.	Unlimited calls for standard product technical support	<ul style="list-style-type: none"> Access to standard product technical support provided by a local Technical Support Team (for software with supported version). Once logging your case through My Esri, Esri Support App, email or phone call, our trained and certified local team will communicate with you via email or phone to provide assistance. 	Giving you operational peace of mind, supported by competent technical support specialist
3.	Global GIS Network	<ul style="list-style-type: none"> Connect to a worldwide community of GIS users and experts to find solutions, share ideas, and collaborate to solve problems with GIS. 	Expand your GIS network and get exposed to current trends from all around the world.

In addition, you are eligible to the following:

No	Item	Benefits
1.	Local technology events	<ul style="list-style-type: none"> Invitation to Esri Malaysia events (Regional Tech Update, GIS Day, webinars, technology updates, hands-on workshop and etc.)