Maximizing your Investment in ArcGIS

An insiders guide to navigating Esri to get what you need and grow your GIS

Jon Doherty, Esri
Joseph Bowles, Esri

insidesales
technicalsupport
customerresources
solutions
partners
developers
Mobile
pricing
customerservice
Purchase
regionaloffice
events
oklahoma
sanantonio
Master
esri
accountmanagementteam
solutionengineers
arcgis
professionalservices
OMES
Discounts
Agreement
thewayforward
personaluselicensing
professionaldevelopment

San Antonio Regional Office

Esri | 19026 Ridgewood Parkway | San Antonio, TX 78259 | USA
29° 37'04.1"N 98° 27'28.1"W

Tobler's First Law of Geography: ***E****verything is related to everything else. But near things are more related than distant things.*

South Central Arc User Group

Established 1990

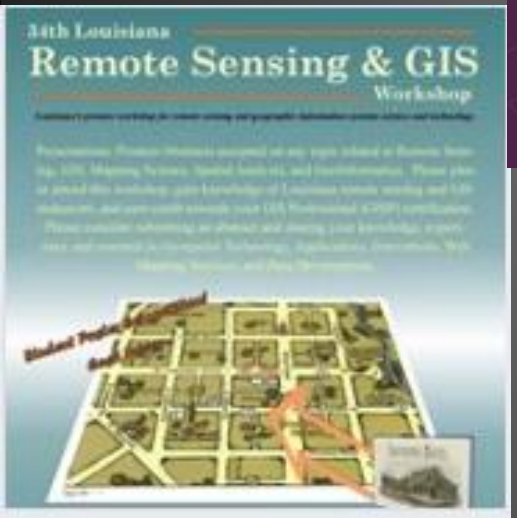
2019 = 29th Year

Esri Gulf Coast User Conference

GIS - Inspiring What's Next

October 10 -11, 2018 | The Roosevelt, New Orleans, LA

2019 = 32st Year



Louisiana Remote Sensing GIS Workshop

2019 = 34th Year

MISSISSIPPI ASSOCIATION FOR SPATIAL TECHNOLOGIES

Grow Innovate Succeed

TEXAS GIS FORUM

October 22 – 26, Austin, Texas

For three decades, the Texas GIS Forum has been the

Registration

San Antonio Office State and Local Government Team

Traci Tracey
Regional SLG Manager

Jon Doherty
State Government

Vacant
Team Lead – Local

Nick Popovich

Jacob Blind

Michael Young

Sean Gill

Open AM (1)

Tori Smith
ROA

Vacant
Team Lead – Solution Engineers

Pam Kersh

Brig Bowles

Zena Pelletier

Brad Owens

Kathleen Clancy

Open SE (1)

Brenda Garza
AP

Patricia Martinez
Receptionist

Training

Commercial

Natural Resources

Professional Services

Transportation

Account Managers

- Jon Doherty Account Executive State Government

Jacob Blind
Account Executive Local Government Tier (1-3)

Bryn Brum
Account Executive Local Government Tier (4-5)

- Esri is privately owned - we make decisions differently
- Executives exist to help you be more successful
- We don’t get paid commissions

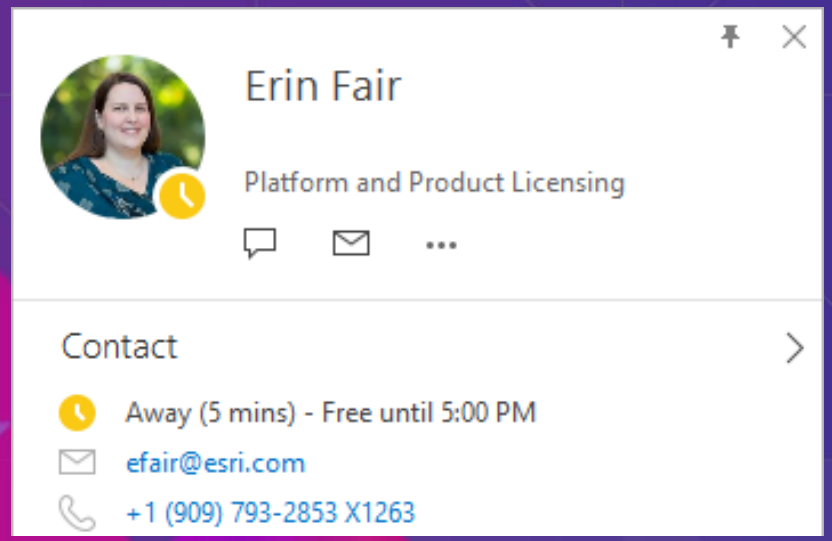
Solution Engineers

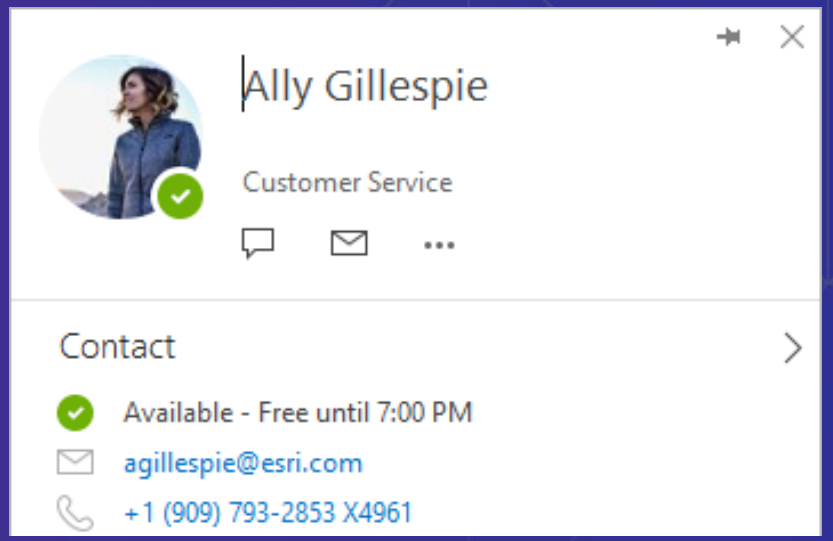
Between CSR and Tech Support…
The Solution Engineer!

- The SE is a core member of the OK account team that assists the customer in implementing Esri software & solutions.
- Present GIS technical demonstrations of proposed solutions to technical and non-technical clients.
- SE's are:
  - SMEs of state government as well as a technical expert of Esri's complete platform
  - Problem Solvers
- Proactively craft & propose solutions that clarify how GIS brings business value for your customers by addressing the critical business challenges
- SE's Define & deliver platform strategies to customers that align the ArcGIS platform with their business.
- Bridges the gap between tech support and customer service.
  - Diagnose and issue to determine if you need technical support.

Customer Service/Inside Sales

- **Ally Gillespie agillespie@esri.com +1 (909) 793-2853 X4961**
- **Erin Fair – Insides Sales efair@esri.com +1 (909) 793-2853 X1263**





Overview

Organization Profile

Request Permissions

Ask a Question

State of Oklahoma

Transportation Dept - Data Services Div

More Information

Organization Details

Pinned

105284
Customer Number

200 NE 21st St Rm 1c6
Oklahoma City OK 73105-3204
United States

405-521-2528
Phone Number

405-521-4181
Fax Number

Organization Contacts

Contact My Administrator

Technical Support

Contact Technical Support

Please select a country/region

United States

Esri Headquarters

Request a Case
Start Chat
Manage Cases
Report Bug
Report ArcGIS Online Service Disruption
Website

Phone +1-909-793-3774
Toll-free +1-888-377-4575
Address 380 New York Street
Redlands, CA 92373-8100

Learn more about your support options on the Esri Support Services page.

If you have questions about your product, licensing, registration, or maintenance contract, please contact Esri Customer Service.

The features associated with these offerings are highlighted in the table below.

Support Features	Standard	Priority	Premium
New Software Releases	✓	✓	✓
Patches and service packs	✓	✓	✓
Unlimited Telephone Support	✓	✓	✓
Live Remote Support	✓	✓	✓
Esri Online Support	✓	✓	✓
Esri Support Customer Advocacy	✓	✓	✓
Knowledge Base	✓	✓	✓
Product Documentation	✓	✓	✓
GeoNet - The Esri Community	✓	✓	✓
Priority Support and Routing		✓	✓
Local Business Hours Availability		✓	✓
Assigned Technical Account Manager			✓
24/7/365 Support Availability			✓
24/7/365 Incident Work Clock			✓
Daily Incident Status Updates			✓
Proactive Information Sharing and Account Reviews			✓
Enterprise Test Lab*			✓

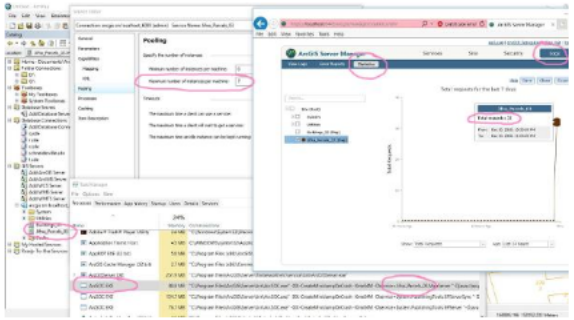
Press F11 to exit full screen

GeoNet

The Esri Community

ANNOUNCEMENT: **Planned GeoNet Account Update: Deactivating Inactive GeoNet Accounts on January 18, 2019** Show Details

TOP & TRENDING



Jamal NUMAN in ArcGIS Enterprise
23 hours ago

In which sense the pooling settings affect the performance of displaying services when consumed?

In which sense the pooling settings affect the performance of displaying services when consumed? For example, for the service indicated in the screenshot below, "the maximum number of instances per machine" is set to be 7. Does this mean that the if we have 9 CONCURRENT (simultaneous) users, then 7 of them will be able

4 4

Keith Tate in My Esri
5 hours ago

North Arrow Selector Blank

Our company has 17 users with an ArcGIS Desktop Basic Single Use License. All computers were loaded with the same version of the software, 10.5. Only one of our 17 GIS users is having a problem with inserting a North Arrow in ArcMap. It appears that their North Arrow Selector is empty and/or not loading the north arrows correctly. I

0 5

TOP & TRENDING

Alex Beck in ArcGIS Pro

TOP & TRENDING

abdullah qasrawi in ArcGIS Enterprise

HELPFUL LINKS

- GeoNet Tools & Resources
- Custom CodeSharing Site
- Optimize Your My News Experience
- Create Custom Streams
- Choosing the Right Content Type

NEW QUESTIONS

- support with python 27
- Error: Unable to connect to ArcGIS Online
- ZoomDuration in JSAPI 4
- How to avoid rasterization cause by transparent layers?
- Workforce Dispatcher Assignment/Workers List Not Loading
- Raster Widgets for Web AppBuilder
- North Arrow Selector Blank
- Preserving GlobalID Values
- Include a map in your survey
- Why the ArcGis return logs for the deleted services!

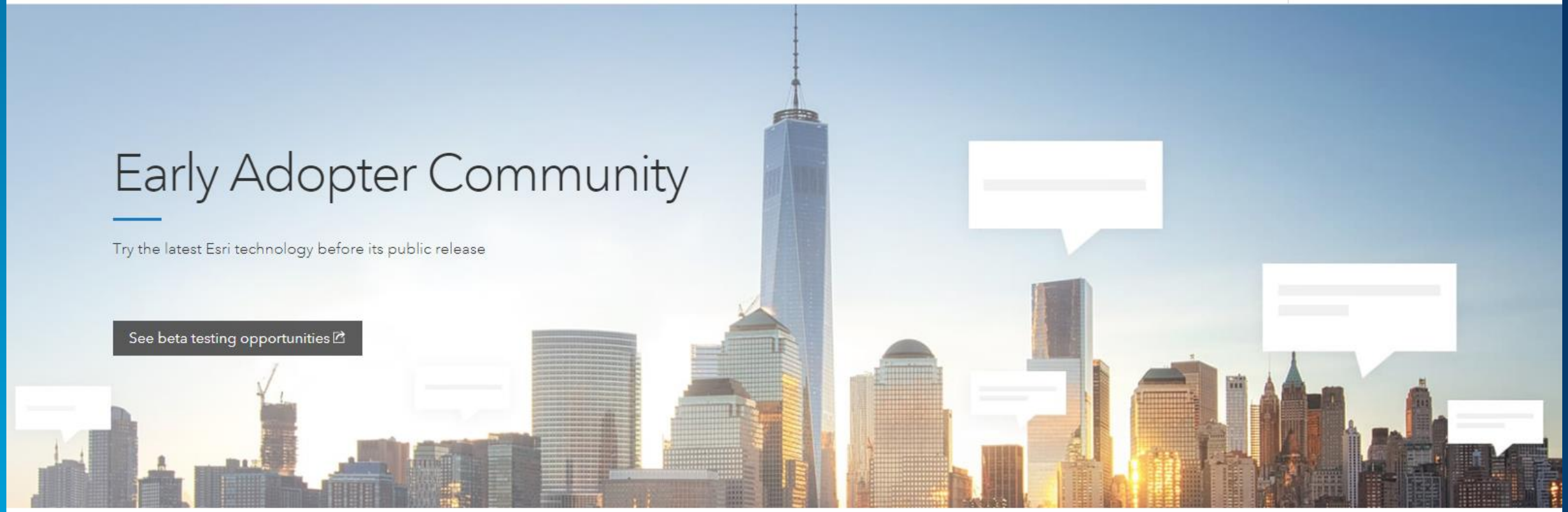
More Results

Enter a product name or keyword to narrow the list

Reset

Or, select a category: Core products | Apps | APIs / SDKs | Solutions

- Learn ArcGIS
- ArcGIS Pro
- ArcGIS Enterprise
- ArcGIS Online
- ArcMap
- ArcGIS for Developers
- AppStudio for ArcGIS
- ArcGIS API for JavaScript
- ArcGIS API for Python
- ArcGIS Business Analyst
- ArcGIS Community Analyst
- ArcGIS Earth
- ArcGIS for Defense
- ArcGIS for Electric
- ArcGIS for Emergency Management
- ArcGIS for Gas
- ArcGIS for Inspire
- ArcGIS for Local Government
- ArcGIS for Parks and Gardens
- ArcGIS for State Government
- ArcGIS for Telecommunications
- ArcGIS for Water
- ArcGIS Hub
- ArcGIS Maps for Adobe Creative Cloud



Early Adopter Community

Try the latest Esri technology before its public release

See beta testing opportunities

Your authoritative source for Esri's alpha and beta releases

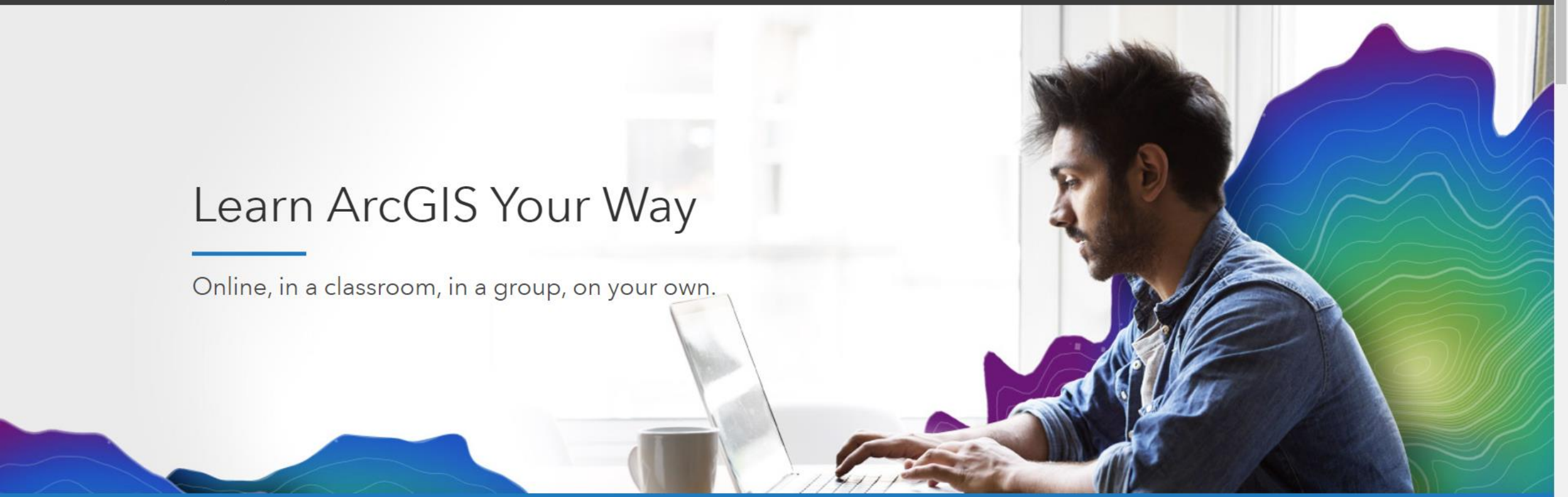
This community represents a wide range of experience levels, environments, industries, security needs, and workflows. By joining our Early Adopter Community, you can have exclusive access to early release versions of Esri software. As a member of Esri's Early Adopter Community, you will have the opportunity to interact with Esri's development, product teams, and other like-minded community members. We are eager to hear your feedback on our early releases. You can share product feedback, contribute ideas and enhancement requests, and share thoughts and workflow questions on specific product forums within the Early Adopter Community.

If you become an active community member who provides helpful feedback, we may also select you for certain invite-only early adopter opportunities.

We look forward to joining you in making better Esri offerings.

Learn ArcGIS Your Way

Online, in a classroom, in a group, on your own.

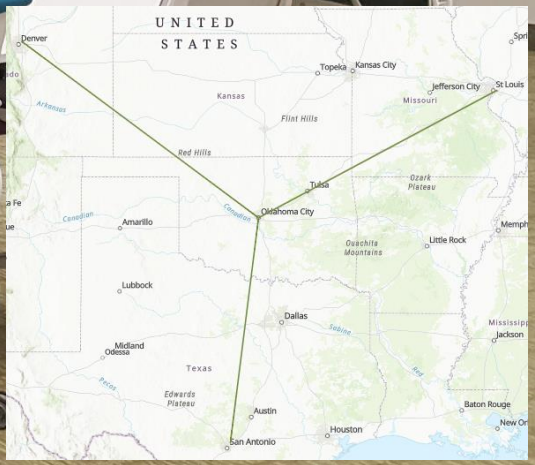


Search Courses | My Dashboard | Learning Plans | Class Schedule | About Us

Our Commitment—Enabling Your Success

Whether you're brand new to ArcGIS or a seasoned GIS professional who wants to master the latest technology, our authoritative learning resources can help you achieve your goals.

Free Training
Paid Training
Self Service Training



Esri/OMES Master Purchase Agreement (MPA) ITSW1016-ESRI

- Contract Period: 05/21/2018 -- 05/21/2019
- Agreement Period: 05/22/2015 -- 05/21/2022
  - ESRI MPA Price List, E416SHM
  - All Esri Software @ 10% off list price
  - Includes:
  - Training & Coaching
  - Premium Support & Jumpstart and Workshop Packages (pre-defined services)
    - Esri Enterprise Advantage Program (EEAP)

- Professional Services Task Order Provision
- Custom Software, Technical Data
- Attachment A - Sample Task Order
- Attachment B - Time & Materials Rate Schedule
  - Pre-negotiated rates for services projects

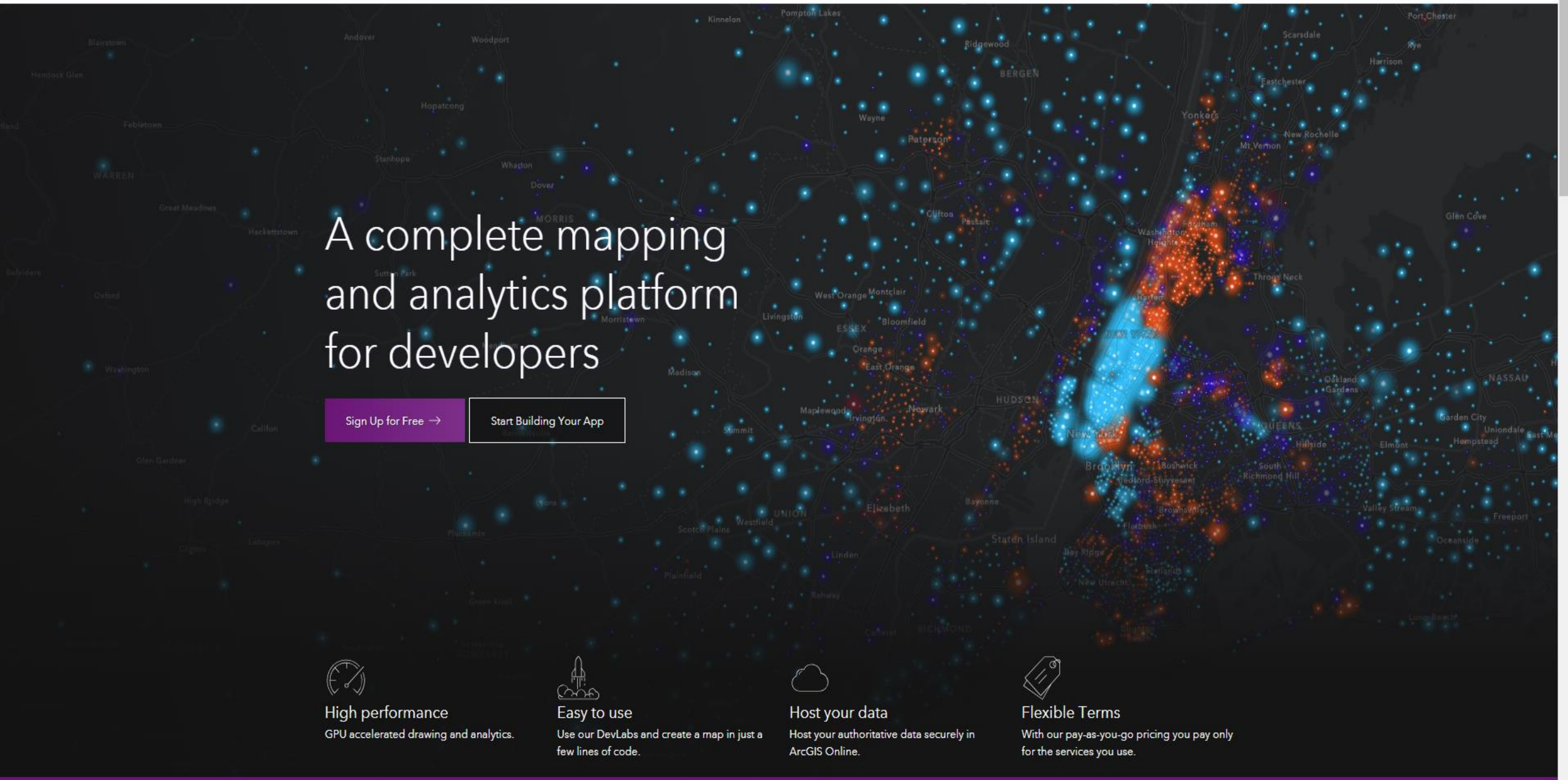
https://www.ok.gov/dcs/solicit/app/solicitationDetail.php?conID=1983

- **State of Oklahoma Master Purchase Agreement Price List**

  Share with purchasing

State of Oklahoma
MPA Price List
E417M-2Q2018

Section	Description	Price
ArcGIS Desktop Pricing		
1	**ArcGIS Desktop – Concurrent Use – Perpetual License Prices**	
	ArcGIS Desktop Advanced Concurrent Use License	$8,999.00
	ArcGIS Desktop Standard Concurrent Use License	$6,363.00
	ArcGIS Desktop Basic Concurrent Use License	$3,182.00
1	**ArcGIS Desktop – Concurrent Use – Maintenance Prices**	
	Primary Maintenance for ArcGIS Desktop Advanced Concurrent Use License	$3,030.00
	Secondary Maintenance for ArcGIS Desktop Advanced Concurrent Use License	$1,212.00
	Primary Maintenance for ArcGIS Desktop Standard Concurrent Use License	$1,515.00
	Secondary Maintenance for ArcGIS Desktop Standard Concurrent Use License	$1,212.00
	Primary Maintenance for ArcGIS Desktop Basic Concurrent Use License	$707.00
	Secondary Maintenance for ArcGIS Desktop Basic Concurrent Use License	$505.00
1	**ArcGIS Desktop Core Extensions – Concurrent Use – Perpetual License Prices**	
	ArcGIS Spatial Analyst for Desktop Concurrent Use License	$2,273.00
	ArcGIS 3D Analyst for Desktop Concurrent Use License	$2,273.00
	ArcGIS Geostatistical Analyst for Desktop Concurrent Use License	$2,273.00
	ArcGIS Publisher for Desktop Concurrent Use License	$2,273.00
	ArcGIS Tracking Analyst for Desktop Concurrent Use License	$2,273.00
	ArcGIS Data Interoperability for Desktop Concurrent Use License	$2,273.00
	ArcGIS Network Analyst for Desktop Concurrent Use License	$2,273.00
	ArcGIS Schematics for Desktop Concurrent Use License	$2,273.00
	ArcGIS Workflow Manager for Desktop Concurrent Use License	$2,273.00
	ArcGIS Data Reviewer for Desktop Concurrent Use License	$2,273.00
	ArcGIS Image Analyst for Pro Concurrent Use License	$2,273.00
1	**ArcGIS Desktop Core Extensions – Concurrent Use – Maintenance Prices**	
	Primary Maintenance for ArcGIS Spatial Analyst for Desktop Concurrent Use License	$505.00
	Secondary Maintenance for ArcGIS Spatial Analyst for Desktop Concurrent Use License	$202.00



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GPU accelerated drawing and analytics.

Easy to use

Use our DevLabs and create a map in just a few lines of code.

Host your data

Host your authoritative data securely in ArcGIS Online.

Flexible Terms

With our pay-as-you-go pricing you pay only for the services you use.

JS iOS .NET Qt REST

Find out how Esri Consulting Services can help your business 1-888-377-4575 Contact Us

Consulting Services

Hands-on help from GIS experts, specialists, developers, and designers

Team up with subject matter experts

Engage with thought leaders who are experienced in implementing innovative systems and applications in your industry.

Access cutting-edge capabilities

Esri consultants and partners apply the latest GIS capabilities that give your organization a competitive edge.

Realize value sooner

Esri consultants help you demonstrate the value of your GIS investment through improved workflows, operations, and more.

ArcGIS Is Open and Interoperable

Open Standards and Formats

XLSForm GML SQL SLD SOAP WMTS KML LAS INSPIRE Shapefiles
IMDF WCS IFC Web Scene (I3S) LERC CSW WPS REST OneGeology
WFS WMS OPeNDAP JSON WaterML netCDF GeoPackage CityGML

. . . Many OGC Principal Member Certifications

Direct Product Integration

MS Office SQL Server SharePoint Azure Power BI Netezza SAP HANA
Adobe Creative Cloud Jupyter Notebook Teradata R AWS Altibase Python
Oracle Hadoop AutoCAD Revit PostgreSQL Dameng SQLite

Open Software Architecture

Open Data Access Open APIs & SDKs Open-Source Integration
Open-Source Contributions Extensible Architecture Embeddable

. . . Successfully Integrated Into Thousands of Systems

Professional Development

Lifelong Learning

Esri Press MOOCs

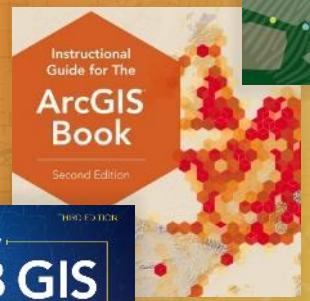
Young Professionals Network Personal Use License

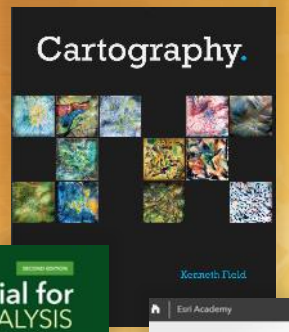
GeoNet Community **Training** Blogs

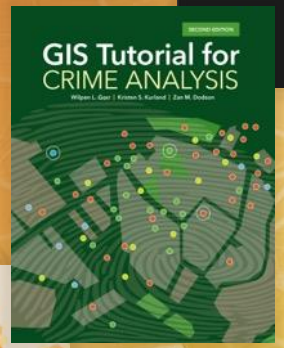
Podcasts **Certification** *ArcNews & ArcUser*

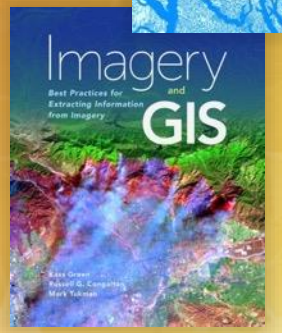
Unlimited E-Learning

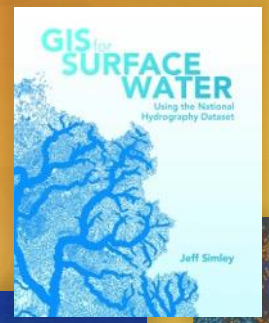
Learning Plans

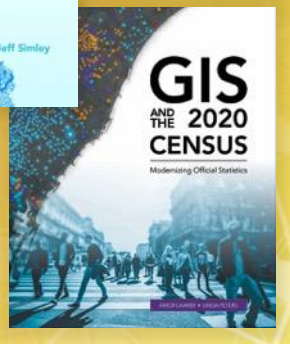








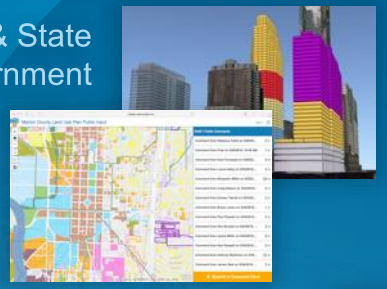




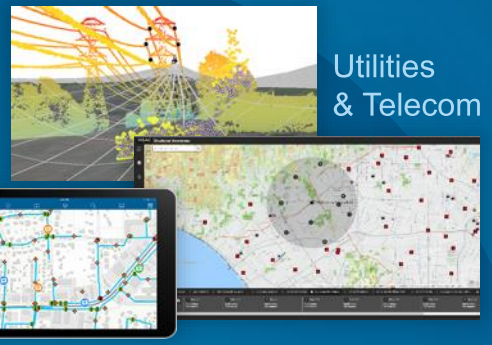
ArcGIS Solutions | Industry-Specific Apps, Maps, and Tools . . . Extending Your GIS

Solution Components

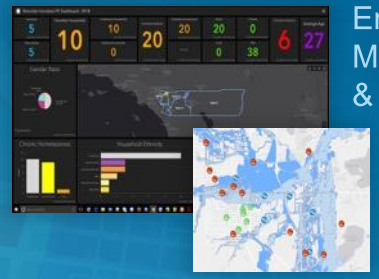
Local & State Government



Utilities & Telecom



Emergency Management & Public Safety



- Popular (500K Downloads)
- Extensive (450+)
- Open Source
- Fully Supported

Defense & Security

Tools

Data Models

Apps Workflows

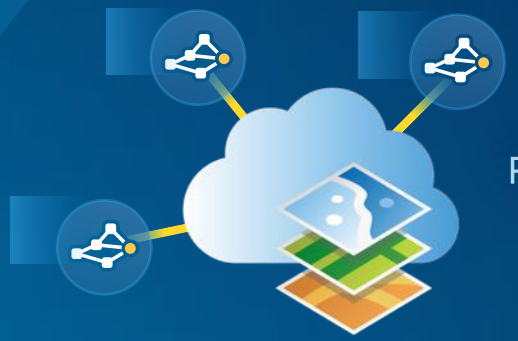
Maps

Widgets Add-Ins

Dashboards

Solution Configurations

New



Preconfigured

Ready to Deploy

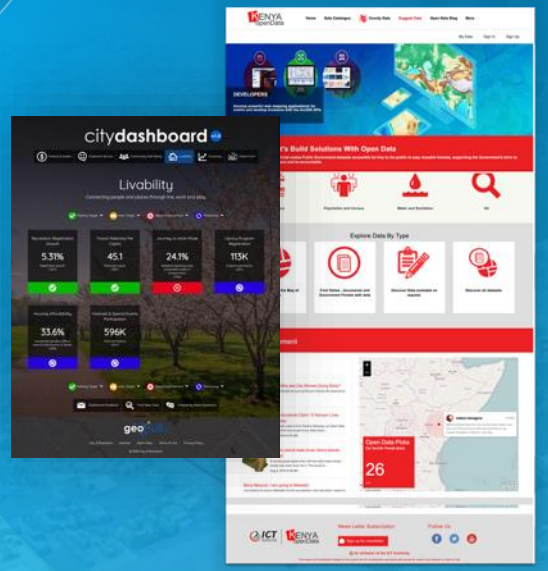
- Technology
- Workflows
- Implementation
- Training
- Support

Rapidly Delivering Value . . .
. . . Implemented by Users, Partners, and Esri

Solution Products | Directly Supporting Focused Workflows

Ready to Use

Hub
Community Engagement

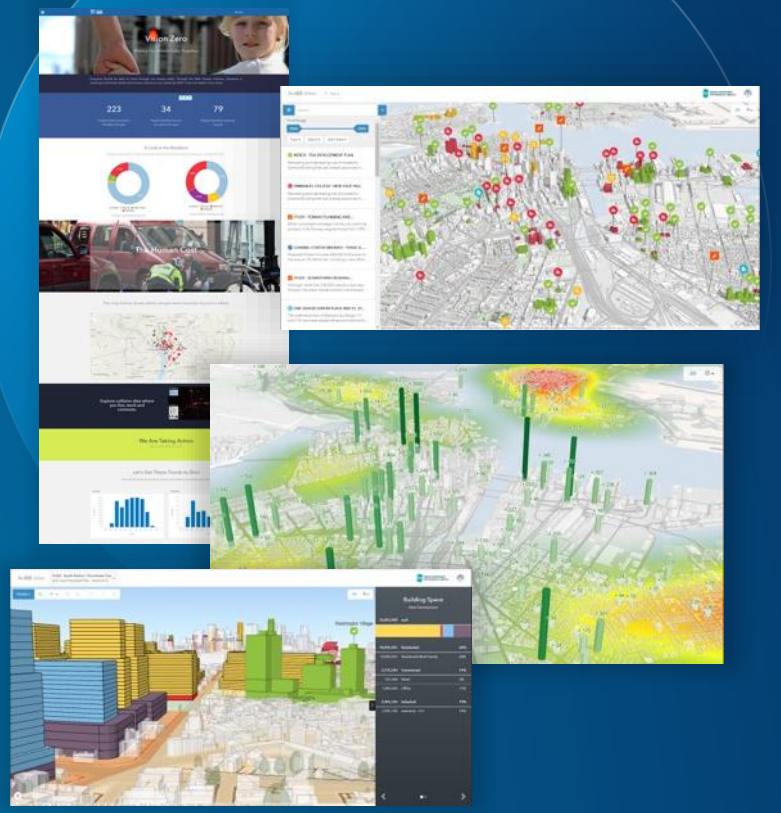


Indoors
New

Spaces, People & Assets

Urban
New

Planning & Development



Smart Solutions

Works With Your Enterprise GIS

esri | THE SCIENCE OF WHERE