



Advantage Program

All Advantage Program components and benefits are included with a subscription.

Esri Advisor

An Advisor with expertise in Esri platform capabilities and/or vertical industry GIS implementations will be assigned to each Advantage Program customer. The Advisor will become familiar with the customer's GIS capabilities, Esri platform implementation, applications, release levels, and geospatial initiatives.



The Advisor, in coordination with the Esri Account Manager, will:

- Provide advice on GIS strategies, architectures, product selection, and release planning
- Prepare for, and facilitate, an annual Planning Meeting
- Develop a collaborative Work Plan outlining each customer's vision, objectives, goals, and recommended activities necessary to execute the plan
- Maintain proactive communication and coordination throughout the engagement

Any customer may elect to obtain additional Advisor hours from Esri for a supplemental price. Advisors are not substitutes for Esri Support Services or Esri Consulting Services. Customers will continue to contact Esri Support Services as the first point of contact for all technical support needs. If Advisor support at a customer's site is requested for activities beyond the annual account planning session, the associated travel costs will be an additional charge.

Annual Planning Meeting

A Planning Meeting will be coordinated and facilitated by the assigned Advisor, with participation from other Esri account team members, and technical and industry staff. The objective of the annual meeting will be to discuss the customer's overall GIS vision, objectives, and requirements. The targeted outcome for the annual meeting will be to define or revise the Technical Work Plan with input from key organizational stakeholders.

Each customer will have the option to conduct the Planning Meeting at Esri's headquarters in Redlands, Esri regional offices, or at customer's offices. However, Esri technical and industry staff may only be available via conference call and/or webcast if the meeting takes place at customer's location. The meeting will be completed at a mutually agreed upon schedule during the term of the program. Advantage Program customers will be responsible for their own travel expenses.

Work Plan

The Work Plan is a working document collaboratively developed with input from the customer and the Advisor. Acting as a road map to drive collaboration and technical enablement, the primary objective of the Work Plan is to outline customer's GIS vision, goals, objectives, and the recommended activities.

Learning and Services Credits

Learning and Services Credits are intended to provide a means for the customer's organization to execute activities defined in the Work Plan. These activities may include focused consulting services, training, managed cloud services, and premium support services to address specific objectives. An associated Learning and Services Credit value is assigned to each activity, per the table below:

Training Services

Consulting Services

Support Services

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Activity	Quantity	Learning and Services Credit Value
Public training class at an Esri facility or the Esri online classroom	One student for 1 day	1.5
Private online training class	Up to 15 students for 1 day	14
Private training class at an Esri facility	Up to 15 students for 1 day	15.5
Private training class at a client site	Up to 15 students for 1 day	17*
Online coaching services	Up to 15 students for 1 day	12
Coaching services at an Esri facility	Up to 15 students for 1 day	13
Coaching services at a client site	Up to 15 students for 1 day	14.5*
Mobile lab	As quoted	4**
Hands-on learning lab	As quoted	As quoted
Esri Academy LMS Integration subscription	Annual subscription	As quoted
Esri e-Learning content (SCORM format)	Annual license	As quoted

*These credit values are only available to customer locations within the continental United States and assume the purchase of two or more consecutive days of training. Training classes can be provided outside of the continental United States for a custom quoted price.

**These credit values are only available to customer locations within the contiguous 48 states.

Purchase of Additional Learning and Services Credits

Advantage Program customers may purchase, for an added cost, extra Learning and Services Credits in blocks of 50 credits. When supplementary Learning and Services Credits are purchased, Esri recommends that additional Advisor hours are also added.