



Your business. Shared vision. New perspective.  
*That's intelligent thinking.*





Allan sees his outage metrics

Rose sees the possible operational efficiencies to be gained - Tom's modelling made it possible

Ben sees the value in having a location intelligence road map, and so does his board

Tom sees the benefit of a shared vision and a new perspective

How?

By sharing their vision and delivering a new perspective, Tom is helping his clients to see their location intelligence capabilities and achieve their business goals.

Just like Rose, Allan and Ben, you too can benefit from the significant advantage that ESRI Australia's Professional Services delivers.

ESRI Australia are experts in location intelligence, and specialise in providing complete location intelligence services and solutions that contribute to the success of a client's organisation. Our professional services delivery platform - KnowledgeWhere™ - underpins this success by ensuring that your solutions are delivered to specification, on time, and within budget.

#### Delivering Real Benefits

ESRI Australia has the know-how and unmatched experience to develop, implement and support location intelligence solutions that deliver solid and consistent return on investment - not just financially, but strategically.

We deliver real business benefits, from creating operational efficiencies, enabling smarter business practices, to delivering competitive advantage and enabling the interlocking of business data through location intelligence solutions.

#### Range of Services

Our services extend across a solution's lifecycle, and range from developing the initial concept and road map to meet your business requirements, through to the ongoing maintenance and support of your solution.

As the leading provider of location intelligence solutions to organisations in Australia, wherever you are and whatever you do, we have the knowledge and the expertise to cater for your requirements.

Our services are designed to complement your organisation's resources with expertise attuned to your business needs.

Our services include

- // Creating a roadmap for your location intelligence solution
- // Defining, scoping and developing your solution to ensure it meets your business requirements
- // Drawing, matching and documenting the technology architecture to ensure your technology investment is aligned to your solution
- // Developing, testing and implementing your solution, ensuring your defined performance requirements are met, and your solution is fully optimised
- // Supporting and maintaining your solution with a range of support services from access to our client support network, through to on-site, ongoing premium solution support
- // Training services to help educate and support solution end users and administrators
- // Value-added services that assist organisations with a wide range of activities, from checking the health of your current location intelligence solution, to a complete review with recommendations for improvements, and a roadmap for the future

#### Partnership

Our large team of professionals share a genuine commitment to increasing opportunities for our clients, and giving them the knowledge and information to plan ahead with confidence.

The extensive experience of our industry experts and technical specialists is essential in helping our clients to gain significant advantage.

Because we understand that no two organisations are the same, we draw from our strong track-record of successful implementations and services across dozens of industries, and use this to deliver individually designed solutions.

## KnowledgeWhere™

From over 30 years delivering location intelligence solutions, we know what makes a project successful. Our KnowledgeWhere services delivery platform is a culmination of the processes, methodology and intellectual property formed from decades of successful services engagements, and ensures quality, consistent and efficient results.

KnowledgeWhere illustrates our commitment to delivering well-managed projects, and encompasses the latest in project management and quality assurance processes to create guaranteed 'no surprise' outcomes.

### About ESRI Australia

ESRI Australia is the source of astute professional services and Geographic Information Systems (GIS) technology. We're experts in location intelligence, with over 30 years experience in implementing location intelligence solutions in dozens of different industries.

Our unique combination of quality services underpinned by our proven

KnowledgeWhere™ methodology, and world-leading GIS technology, means significant advantage for our clients.

Our passion for technology and considered approach gives our clients the power to see more and do more. With our expertise, knowledge, vision, and technical capability, ESRI Australia turns 'possibility' into 'reality'.

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