

From Maintenance Burden to Innovation Engine

*We Fully Manage Your ArcGIS Systems
While You Innovate & Focus on What Matters*

Presenter



James Gutierrez
Account Executive

Past Discussions: “How do we efficiently manage our environment?”



Today: "How do we maximize our GIS investment?"

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The Challenge

How do we innovate when infrastructure management and ArcGIS administration consume our time?

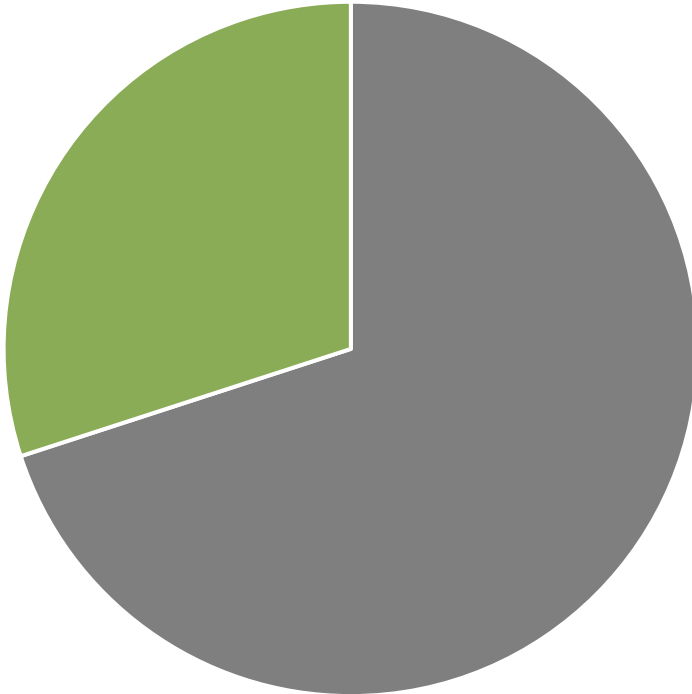
40-Hour Work Week Breakdown



Infrastructure & Administration: (70%)

- Server troubleshooting & performance tuning
- Security patches & certificate management
- Backup management & storage optimization
- ArcGIS service administration
- User support & break-fix issues
- ArcGIS System upgrades & maintenance planning

40-Hour Work Week Breakdown



At Macon-Bibb County, before implementing managed services, their GIS team had this exact split.

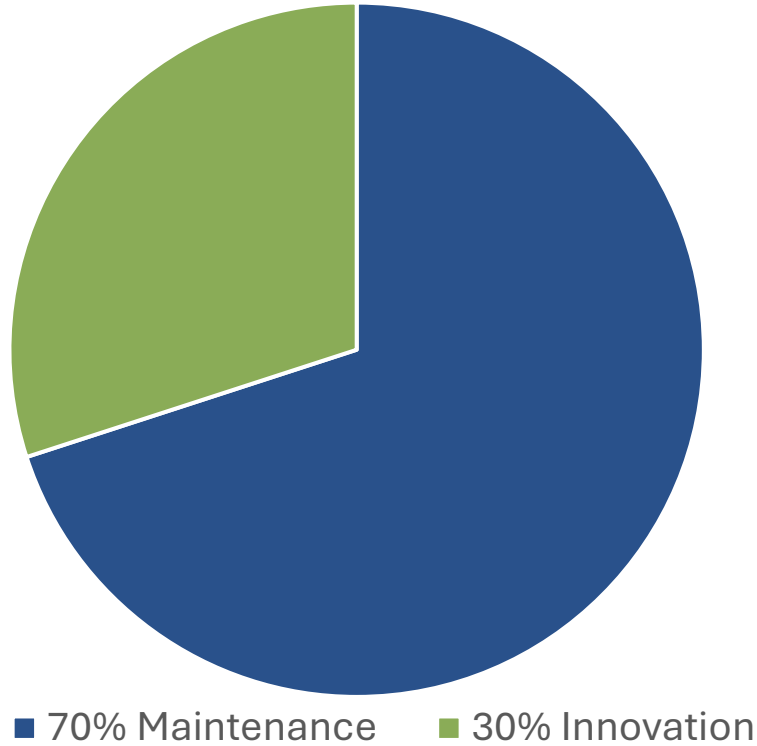
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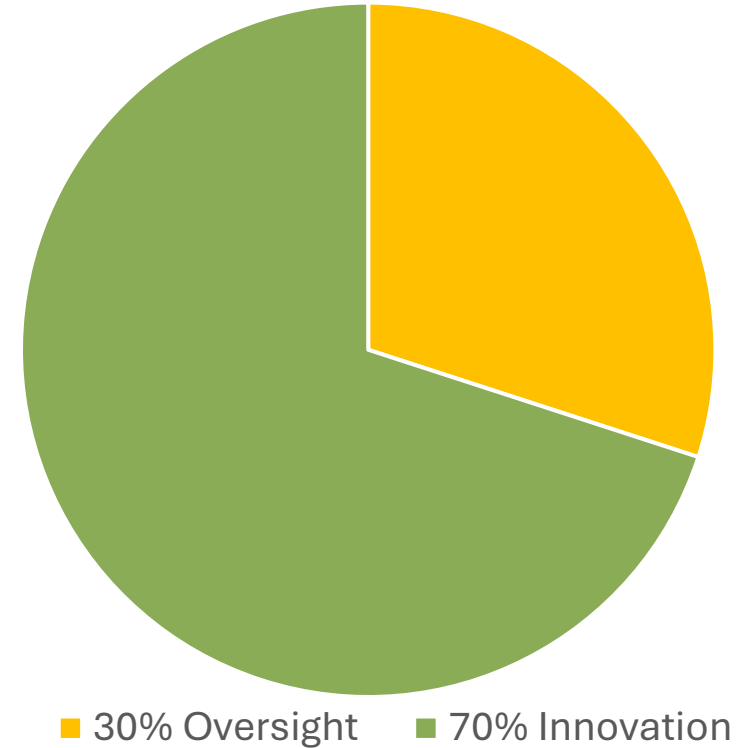
Innovation & Strategy: (30%)

- Asset management optimization
- Embedding GIS across depts and agencies
- Community engagement & public facing applications

Before Managed Services

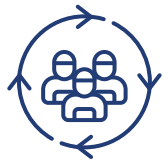


After Managed Services



This is the game-changer for GIS teams.

We handle infrastructure management and ArcGIS system administration
You focus on innovation



Complete Lifecycle Management

Infrastructure + ArcGIS administration



Expert ArcGIS Administrators

Certified specialists, not generalists



Flexible Deployment

On-premise, cloud, or hybrid



Mission-Critical Reliability

Transform to Level 1 system performance



Cloud

- Scalability across networks
- Multi-location access
- Disaster recovery needs
- Cloud-native AI/ML
- Rapid deployment



On-Premise

- Existing infrastructure
- Regulatory requirements
- On-premise integrations
- IT strategy alignment
- Hybrid approaches



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The Key Point

Managed services work in ANY environment

Value isn't about location – it's about **managing efficiently**



Preventive Services

Proactive

- 24/7 system monitoring & health checks
- Infrastructure & ArcGIS patches/upgrades
- Backup, retention & disaster recovery



Responsive Services

Reactive

- Dedicated help desk
- Break/fix support
- Performance troubleshooting



Security & Compliance

Built-In

- Multi-layer security (User Safe, Transit Safe, Server Safe)
- FedRAMP, ISO 27001, & NIST SP 181-700 Revision 3
- Penetration testing – Independent Agency



Cost Predictability

Predictable yearly costs vs. unpredictable break-fix expenses



Expert Access

Specialized ArcGIS expertise without hiring overhead



Risk Reduction

Reduced risk of system failures and downtime



Speed to Value

Faster access to new Esri capabilities



Strategic Focus

Focus resources on high-value initiatives



Innovation Enablement

Enables AI, ML, and Parcel Fabric, imagery innovations



Let's Talk

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