



## GISTEC SUPPORT SERVICES

# Technical Support Just Got Even Better - Here's How!

Technical Support Team  
Updated: February 23, 2023

For the past a few months, gistec and Esri have been working to create a greater support experience for customers in the UAE.

Starting March 1, 2023, Esri product customers will get their first level technical support (Tier 1) from Esri Middle East and Africa Support Center (MEA Support Center).

This gives Esri product customers direct access to vendor support, enabling them to receive timely, high-quality responses to their inquiries.

With the new process, customers can submit their support cases through My Esri portal, which is also the destination to access Esri licenses, manage software downloads, access knowledge resources, and more.

To ensure customers get the most out of this new collaboration, we have compiled a list of Frequently Asked Questions (FAQs) about gistec and Esri technical support.

# Frequently Asked Questions (FAQs)

## What changes were made to Esri Technical Support?

Starting March 1, 2023 all Esri products customers in the UAE will have direct vendor support through Esri MEA Support Center. This means that customers can now receive more timely and accurate support from a dedicated team of experts.

gistec will remain your primary contact for Esri products maintenance and support contracts and responding to customer service inquiries, while Esri will deliver Tier 1 technical support.

## What is Esri MEA Support Center?

Esri offers support through a network of support organizations that is comprised of regional offices and distributors. Esri MEA Support Center is the regional support center for the MEA (Middle East and Africa). The center provides technical, operational and strategic support for Esri products to customers in the Middle East and Africa, including the UAE.

## What services will the MEA Support Center provide?

The vendor will provide a range of customer support services, including responding to inquiries, answering questions, troubleshooting technical issues, and providing product information.

## What benefits will I experience with this change?

You will benefit from faster response times and more reliable technical support delivered directly from a dedicated team from Esri.

You will also benefit from a unified vendor technical support with access to your licenses, support cases, e-learning and resources all in one place through [My Esri](#) portal.

## What is the best way to get support for an issue I am having with Esri products?

If you have an issue with **Esri products**, you can contact the Esri MEA Support Centre directly:

- By logging to [My Esri](#) self-service portal
- By email at [MEA\\_Regional\\_Support@esri.com](mailto:MEA_Regional_Support@esri.com)
- By phone at 800-032-0703

## What is My Esri and how do I access my account?

[My Esri](#) is your customer care site where you can directly access details about your account. This includes order history, maintenance status, and the ability to renew your maintenance.

Additionally, you can view organizational entitlements such as Esri User Conference event passes; software downloads, and license files. This is also where you would manage training permissions, view course completion history, create and access technical support cases, and review Esri Enterprise Advantage Program details when applicable. Check out this [great blog post](#) for details.

## How to request a technical support case through My Esri?

This [video](#) provides Authorized Callers for their organization on My Esri portal with step-by-step instructions on how to submit a request for technical support.

## What is the best way to get support for an issue I am having with third party products?

If you have an issue with third party products from Safe Software, VertiGIS, Here Technologies, Ericsson or Schneider Electric, you can contact gistec Technical Support by:

- By logging to [mygistec](#) self-service portal
- By email at [support@gistec.com](mailto:support@gistec.com)
- By phone at +971 6 575 0055

## How to contact Esri MEA Support Center?

You can contact Esri MEA Support Center:

- By logging to [My Esri](#) self-service portal
- By email at [MEA\\_Regional\\_Support@esri.com](mailto:MEA_Regional_Support@esri.com)
- By phone at 800-032-0703

## Will I still receive technical support from gistec?

For Esri products, gistec team will continue to provide support in certain areas, such as product updates and feature requests. However, Esri vendor will be primarily responsible for providing direct technical support through [My Esri](#) and other provided channels

For all other third party products that you bought from gistec such as FME, VertiGIS Studio...etc, gistec will provide the technical support through [mygistec](https://mygistec.com).

## What are the hours of operation for the MEA Support Center?

MEA Support Center will be available during normal business hours, Monday through Friday from 8:00 am to 5:00 pm

## How can I get more help?

If you require additional support, please contact MEA Support Center. The team will be able to provide the additional assistance you need.

## I have a question related to my maintenance contract.

If you have questions about your product, licensing, registration, or maintenance contract, please contact gistec at [sales@gistec.com](mailto:sales@gistec.com)



Sharjah (Headquarters)  
1608 Al Batha Tower  
283 Corniche Street  
Sharjah United Arab Emirates  
[Support@gistec.com](mailto:Support@gistec.com)

## My Esri

For Esri products



For third party products

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