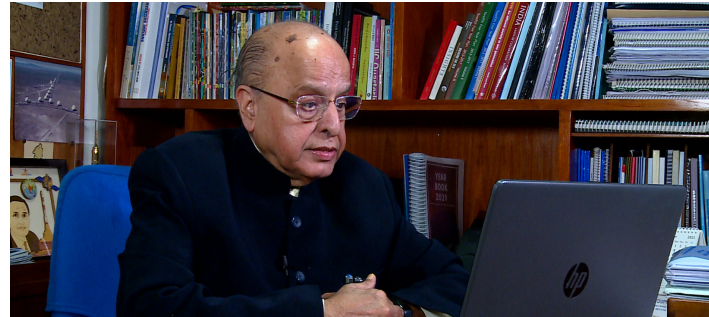# Our Customers, Our Inspiration

Customers words of encouragement, their constructive and valuable responses motivate us to achieve new milestones.

When it comes to anything geospatial, we at Esri India always believe in providing top-quality solutions to our customers — government organizations, businesses, academia, and non-profits. Nearly 70% of our customers are government organizations. Working with them allows us to be a part of some of the largest development projects in India, such as Smart Cities, Sagarmala, Bharatmala, Namami Gange, Digital India, among many others.

In past 25 years, we have been dedicated towards supporting our customers with the latest end-to-end GIS solutions so that they can better plan and manage their operations and make well-informed decisions. Our mission statement, "We enable our customers to solve social and business challenges using GIS", clearly indicates that apart from GIS, a customer-centric approach is at the heart of Esri India.

Our customers have always welcomed our 'open discussion' approach, which promotes feedback and strengthens our communication with them. We have often been acknowledged for providing personalized services and timely deliveries leading to profitable outcomes for our customers. Here is what a few of them have to say about us:

The national space agency of India, the Indian Space Research Organisation (ISRO), is one of the earliest users of ArcGIS; it started its use way back in the mid-1980s. ISRO initiated remote sensing and GIS applications projects under the National Natural Resource Information System (NNRIS). This effort brought together a team of GIS experts. It paved the way for many seats, central agencies, and academia to get into the GIS platform apart from contributing to the GIS knowledge growth in India. "It gives me great pleasure to congratulate Esri India for having completed 25 years of operations in India and an event full journey laced with tremendous progress of GIS technology applications and policies in the Indian GIS landscape. I do not doubt that Esri and the spatial analytics can play an important role and support many aspects of national economic development

and governors in process in the near future," says **Dr. K. Kasturirangan, Former Chairman ISRO.**

Survey of India (SOI) is the oldest scientific department of the Government of India. SOI has been the National Mapping Agency of India into survey and map preparation for more than two and a half centuries and has gone through various phases from paper maps to digital maps and now advancing to enterprise GIS systems.

Dr. Prithvish Nag, Former Surveyor General of India, goes into the flashback — his interaction with Esri as an organization initiated when he first met Jack Dangermond in 1986. "There was something different about this organization, his philosophy, his approach in comparison to other technology companies. Esri focuses on the organization, investees, and institutions; it is not only for the sale of software but also to work with them and sorts out their problems. There are very few technology visionary organizations, and Esri is one of them," he said.

Dr. Devendra Pandey, Former Director General, Forest Survey of India (FSI), also shares the same experience, "I came in contact with Esri, the world leader and pioneer in developing the GIS software in 1998. I was then in the stage of transition and was switching over from visual to digital interpretation. Esri conducted training for our technical staff, which brought a sea change in the skill level as well as the culture of the organization. The FSI and many other state forest departments, later on, switched to the GIS inferred effective management of the forest. Esri has been supporting us since then."

Dr. Shailesh Nayak, Former Secretary, Ministry of Earth Sciences (MOES), tells us about the importance of Esri ArcGIS in the Tsunami warning system. "The maps which suggest the travel time, the run-up height, and this information is provided to all portions of Indian Ocean rim countries through web GIS. This is one of the essential applications of Esri software and technologies. This system won many international awards for its innovation and in providing location-based services to the entire Indian Ocean rim countries," he said. The Indian Tsunami warning system set up in 2007 at the Indian National Center for Ocean Information Services (INCOIS) in Hyderabad used Esri's software tools and technologies in many geospatial applications of this center. The Esri ArcIMS and ArcSDE were used to generate these scenarios, to find out the earthquake source regions, and to create the directivity maps.

National Informatics Centre, Ministry of Electronics and IT has played a pivotal role in E-governance space of the country for more than three decades.

Shri Vishnu Chandra, Deputy Director General & Head of Group (NIC - Geo-Spatial Technology & Services Division and NIC-MohUA, MoEFCC, Power, MNRE & Coal Divisions) shares "In context of Geospatial technology and services, Esri technology and its ArcGIS range of products have really made a difference. NIC's multilayer GIS Platform Bharatmaps' deploys Esri products and API based map services extensively for geo enabling various e-governance workflows with very innovative technology solutions. My heartiest congratulations to Esri India for completing 25 years of successful GIS technology solutions services and best wishes for future endeavours."

Dr. A. Ramanathan, Former Senior Executive Vice President – Projects, Reliance Industries, recalls that in the early 2000s, they started a GIS module for their upcoming Reliance mobile communications project. Realizing the critical role played by GIS and having no expertise and understanding of the technology was a challenging task. However, Reliance's collaboration with Esri was a saviour. Esri ArcInfo enabled them to develop a world-class system for Reliance. "I must thank Esri India. We were able to leverage the power of location intelligence, successfully developed a cross-country cable-cut identification app, and became the first to develop the Digital Map of India. With the success of this project, we were approached by Maharashtra Police Department, CIDCO, NMMC, Symbiosis institute, Pune, etc., to assist in their respective initiatives. We are proud of the way Reliance & Esri India collaborated to popularize and revolutionize the acceptance of GIS into every conceivable field."

Our customers are our inspiration. Their words of encouragement and constructive and valuable responses motivate us to achieve new milestones — their needs and challenges prompt us to find and deliver better solutions. Moving forward, we aspire to serve every industry and organization of every size and promote the uptake of GIS technology in India.