

## **GISTEC becomes the First Esri Distributor to Earn the Prestigious Global Alignment Award for Technical Support**

*Esri recognizes GISTEC for global support alignment*

**Redlands, California** — GISTEC a UAE leader in GIS received the prestigious Esri Global Alignment Award for Technical Support in recognition of its World-Class Technical Support operation in the UAE. The award was presented Monday, July 30, 2012, at the annual international distributor meeting in Redlands, California. The annual Esri Distributor meeting brings together global distributors to celebrate their efforts and provide them with the environment to develop the strategies and skills that will extend the value of their businesses.

GISTEC is proud to be the first Esri Distributor to earn the Global Alignment Award for Technical Support. As Esri's extensive service and support benchmarking processes and performance audits affirms that GISTEC has the people, the training, the processes and the infrastructure that can generate the highest levels of customer satisfaction among our UAE customers. For GISTEC, delighting customers with our world-class service and support are key differentiators. Our consistently world class customer satisfaction rates in 2012 underscore our commitment and dedication to our customers.



Esri's Support Maturity program defines best practices for delivering world-class technology support. The program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes, and provides a clear focus on measurable results. Esri's Maturity program requires comprehensive on-site audits to confirm that distributors meet the requirements of the Redlands Technical Support organization. Audited distributors must demonstrate their continued commitment to high performance standards through annual realignment audits.

“GISTEC's Global Alignment Award has clearly demonstrated their commitment to service excellence. GISTEC's aggressive investments to improve infrastructure, processes and change management have born dramatically positive results.” said Michael Kim Global Technical Support Director Esri, Inc. “The achievement of the Technical Support organization represents an excellent example of how Esri's distributors can drive continuous improvement throughout their support operation and empower and accelerate the successful growth of the ArcGIS platform as the most robust, feature rich, and best serviced and supported GIS platform in the world.”