



Enterprise Solutions by ESRI

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ESRI Inc.

ESRI Business GeoInfo Summit

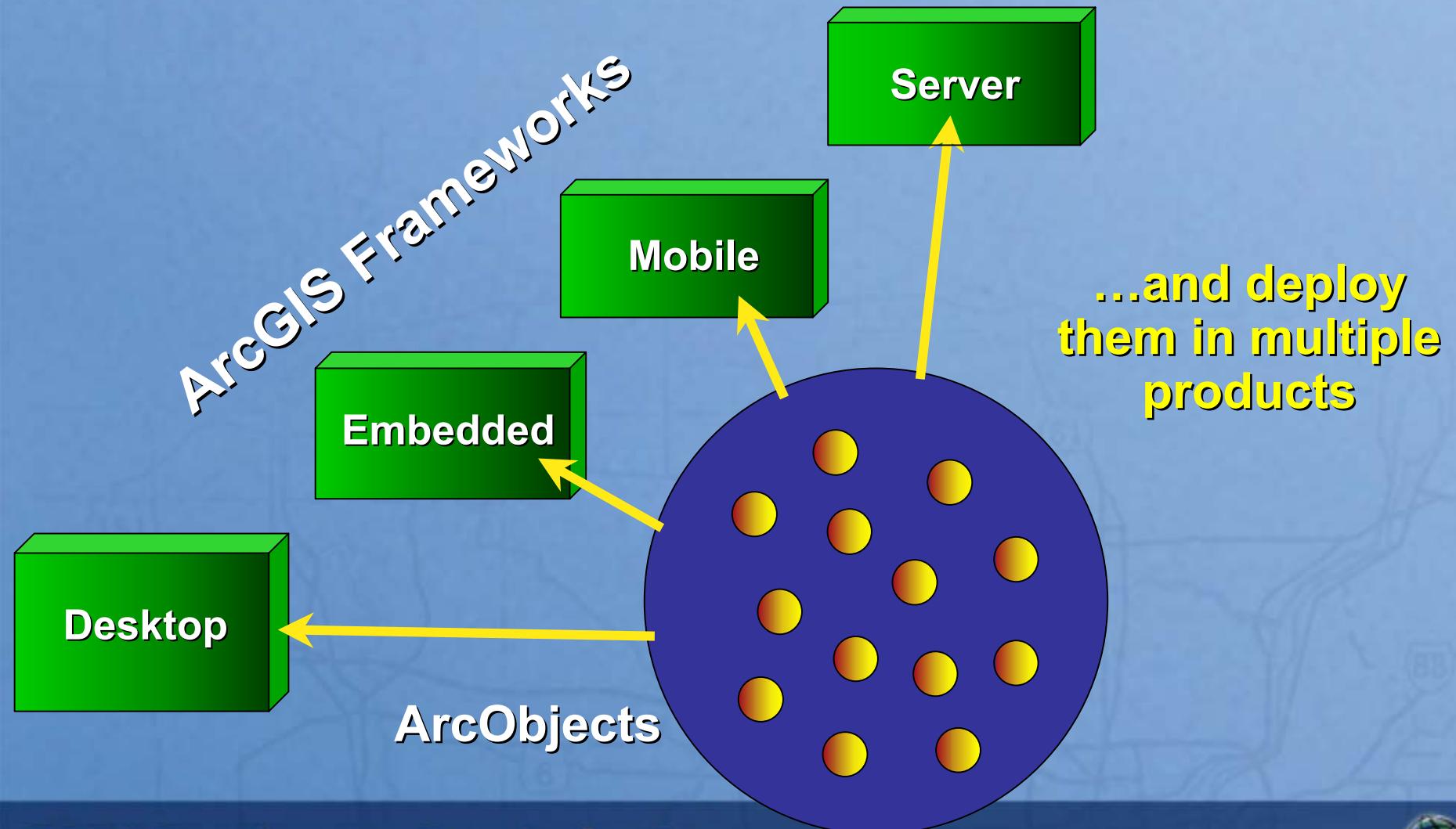


ESRI Product Vision

- Single Scaleable Architecture
- Common Data Model
- Multiple Complementary Products
- Based on Industry Standards
- Continuous Improvement via Incremental Releases

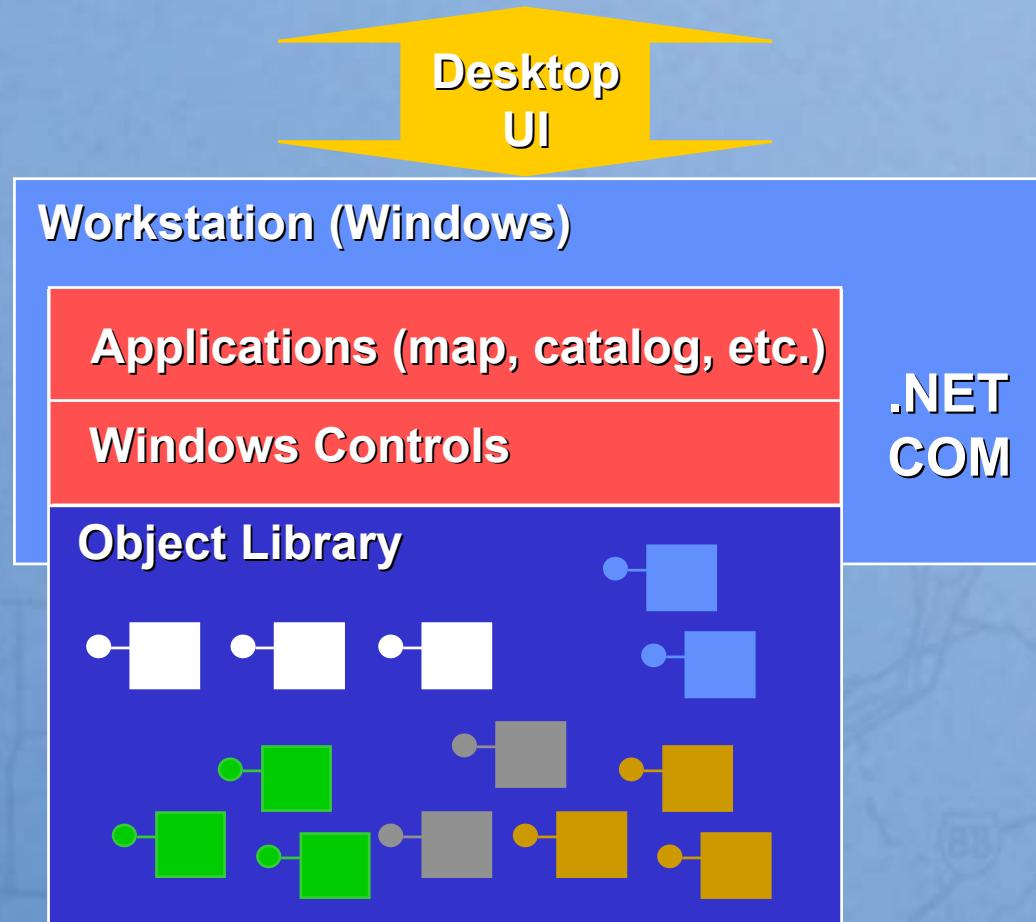
ESRI Product Strategy

Develop Generic GIS Components . . .



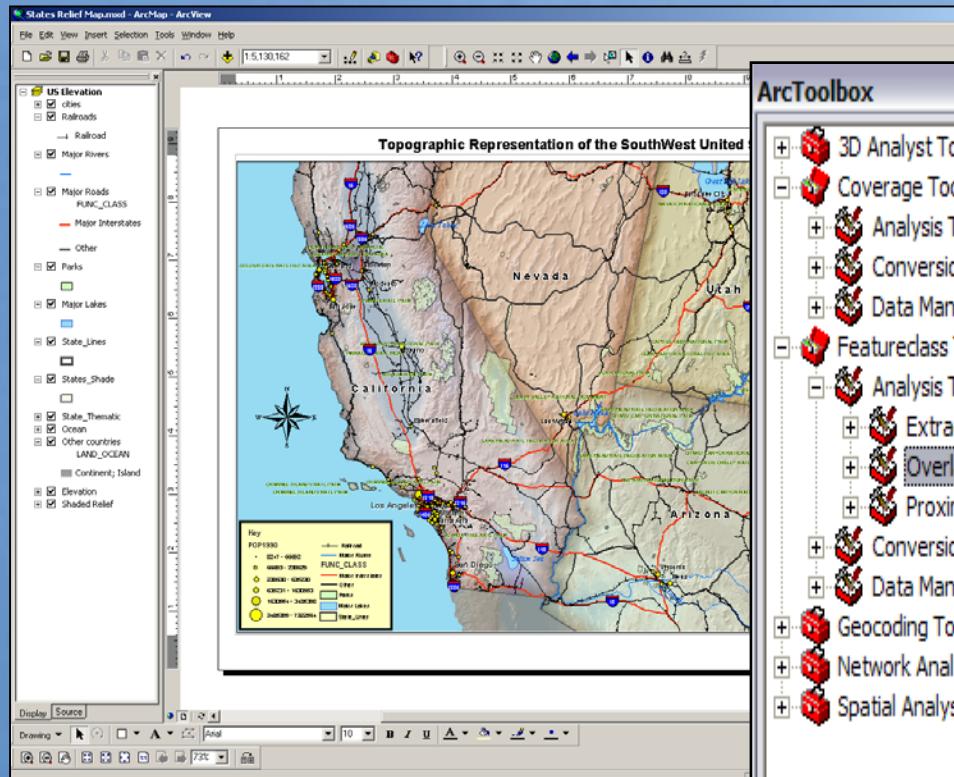
Desktop GIS

- A suite of Windows desktop applications.
- Customized and extended using COM & .NET interfaces.
- ArcObjects on the desktop.



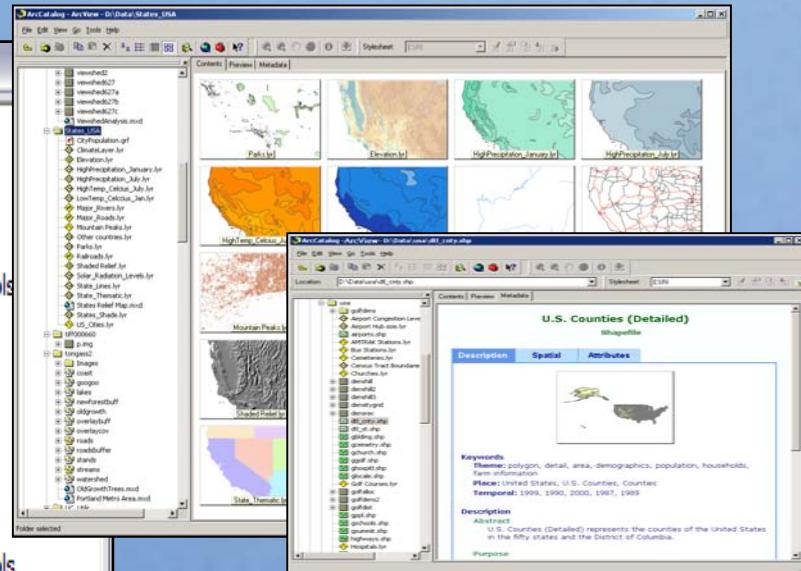
ArcGIS Desktop Applications

ArcMap



ArcToolbox

ArcCatalog



Available in...

ArcView

ArcEditor

ArcInfo

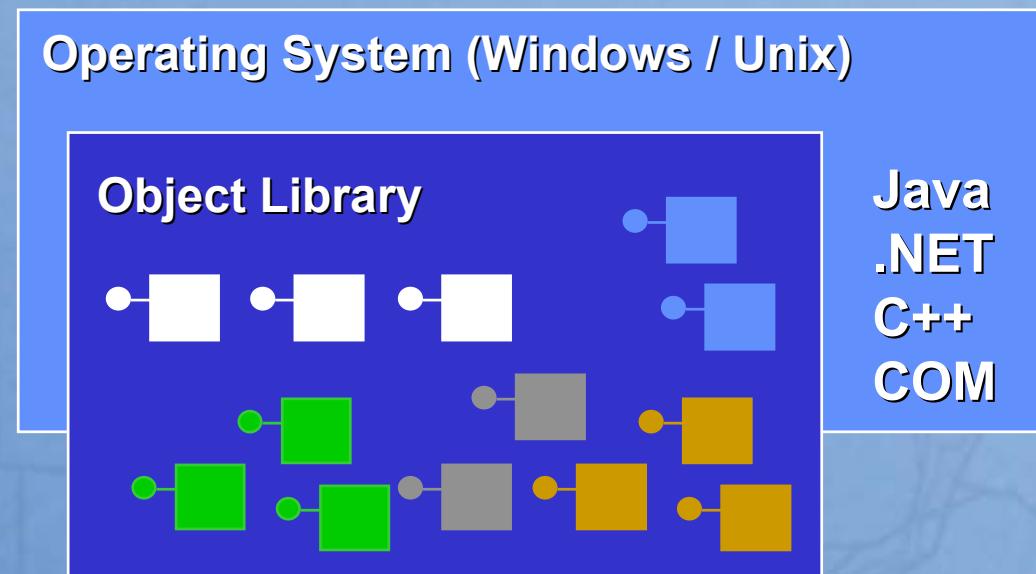
ArcGIS Business Analyst

ESRI Business GeolInfo Summit

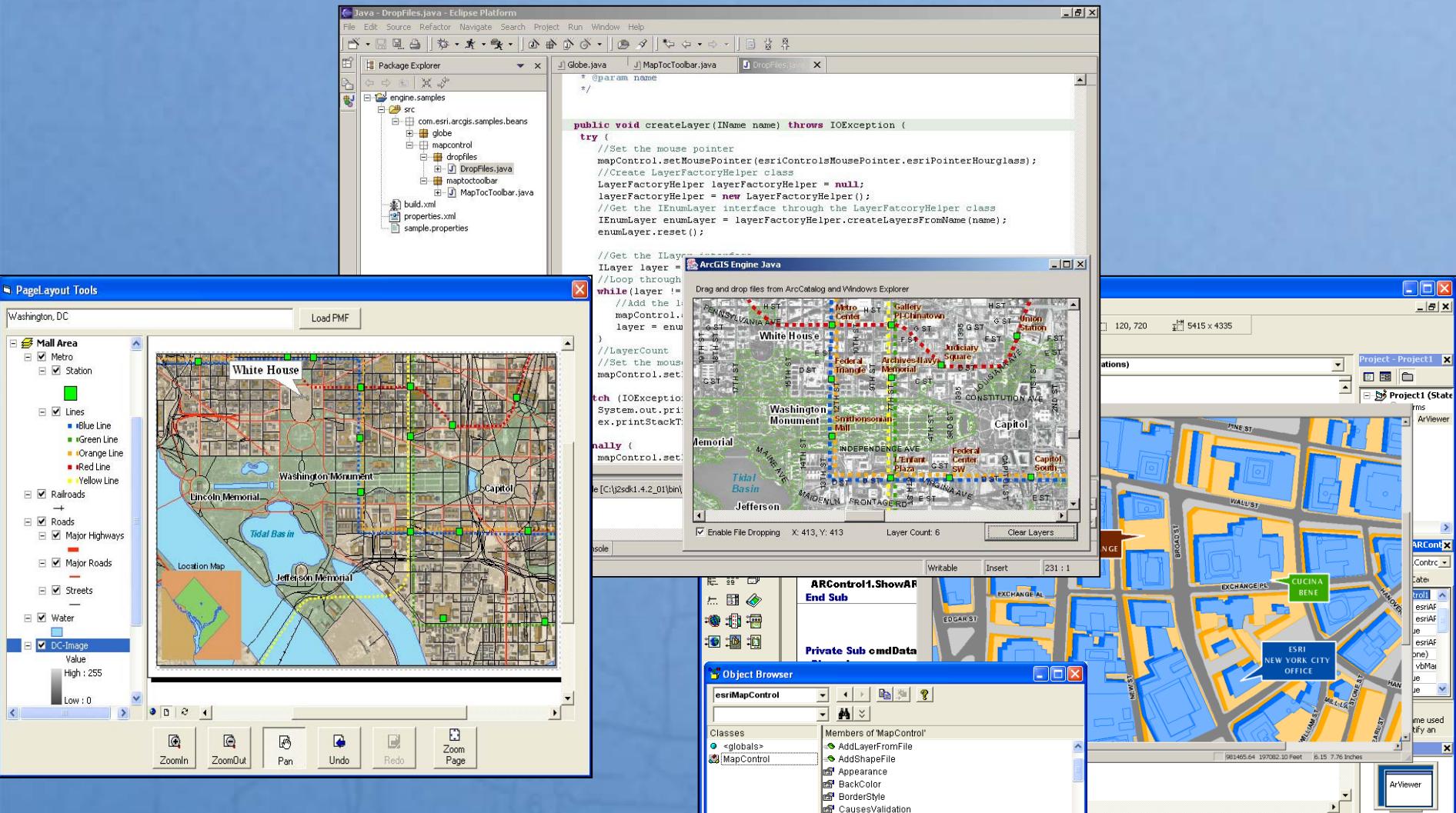


Embedded GIS

- **Embeddable ArcObjects components (fine and coarse grain objects, controls & tools).**
- **Cross-platform (Windows, UNIX, and Linux).**
- **Programmers interact with component object API.**

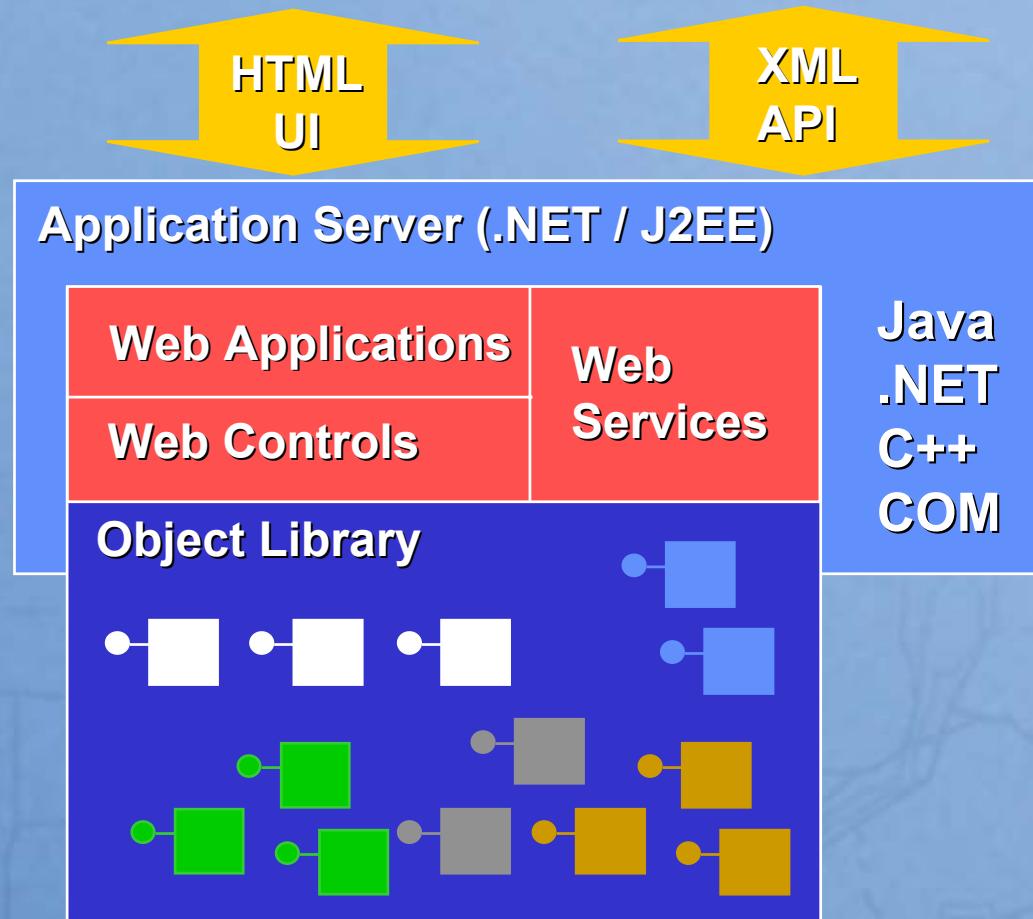


ArcGIS Engine



Server GIS

- Centrally managed, server-based ArcObjects.
- Cross-platform (Windows, UNIX, and Linux).
- Strong developer platform (web controls, web application templates, samples and web services.)



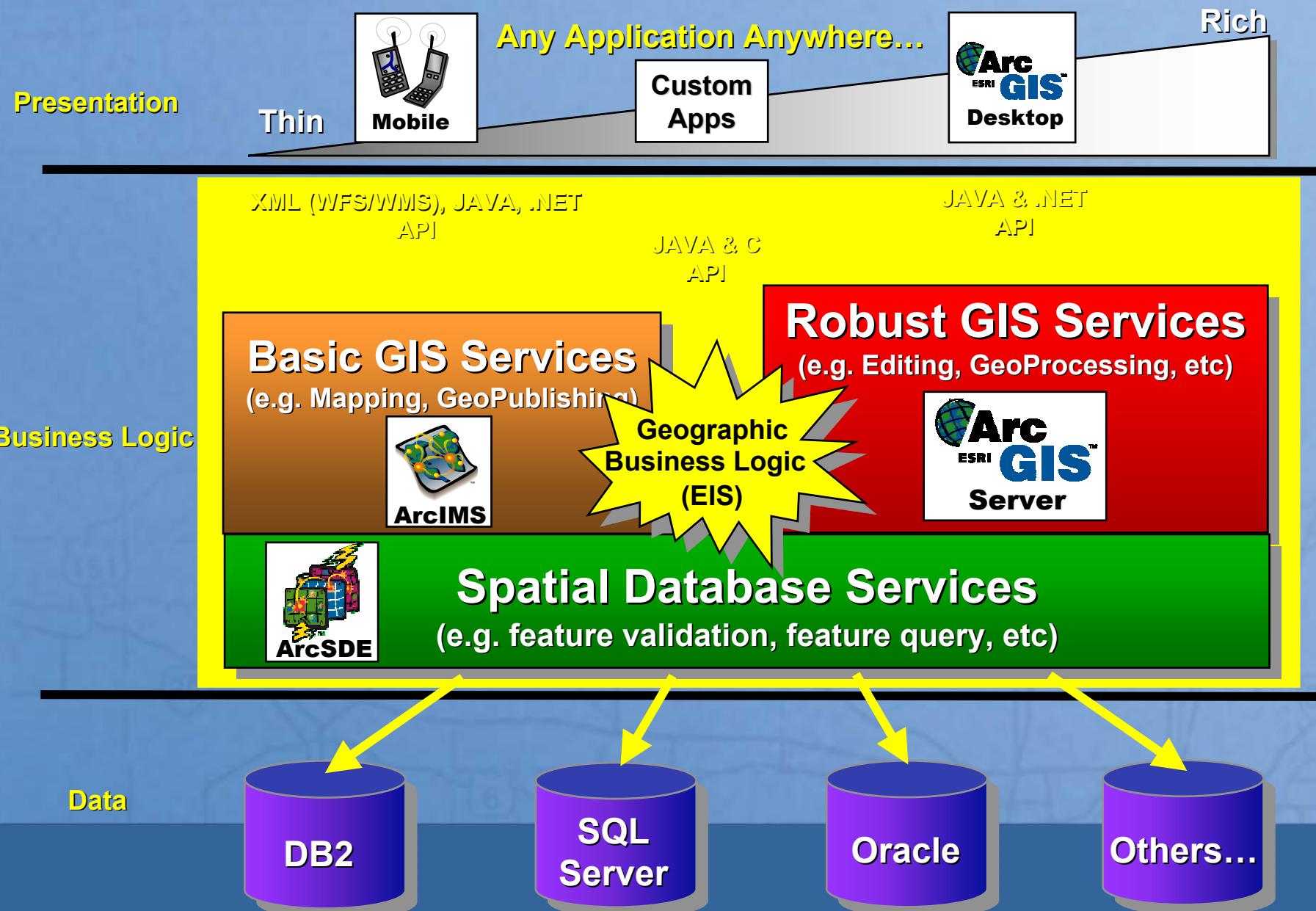
ESRI Server Products

- **ArcSDE** – application server for storing, managing and using spatial data in a DBMS
- **ArcIMS** – application server for GIS web publishing (Delivering maps, data, and metadata)
- **ArcGIS Server** – application server for advanced GIS functionality (geoprocessing, editing, advanced cartography, etc)

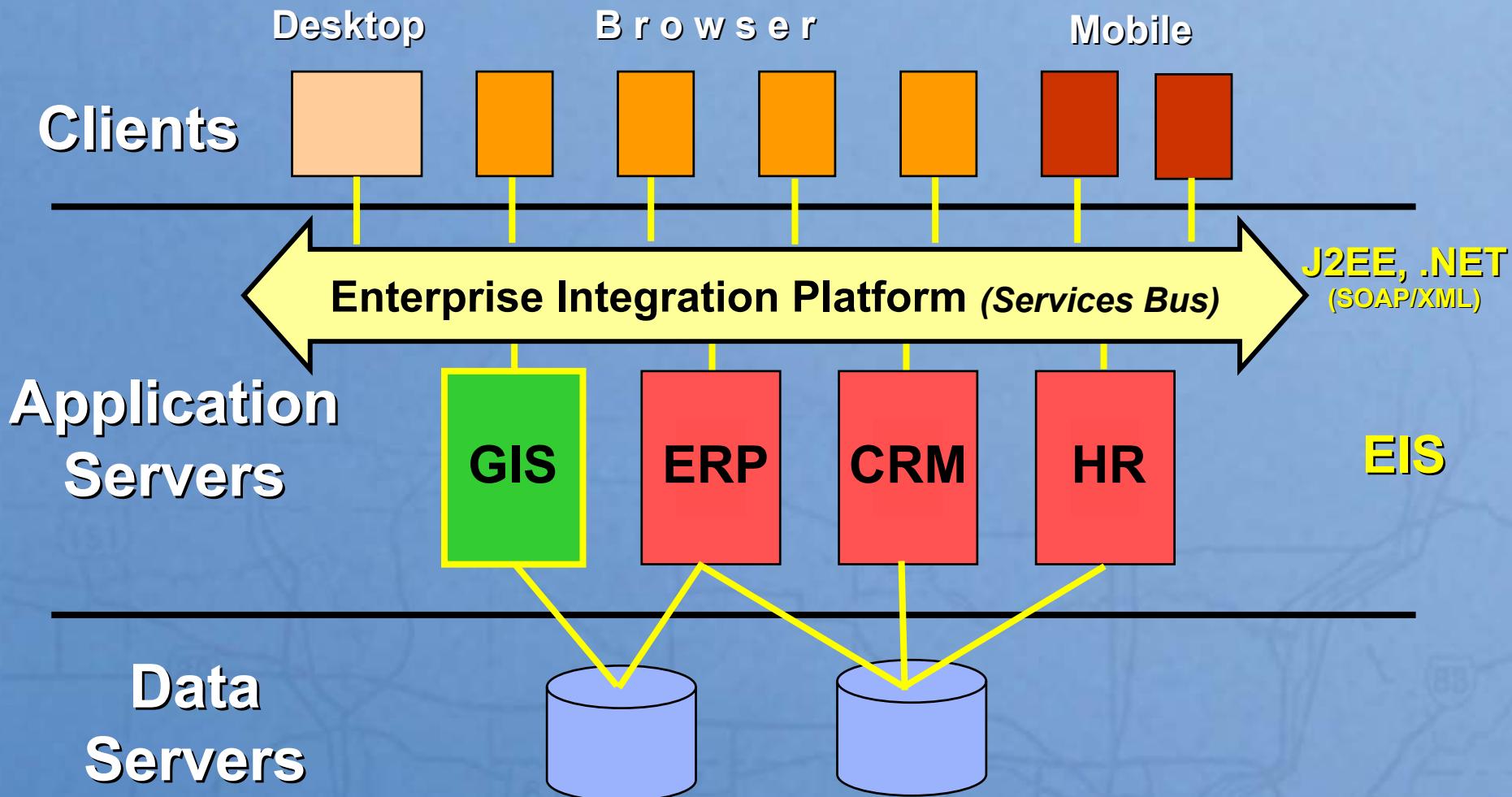
All work together...



ESRI = Geographic Business Logic

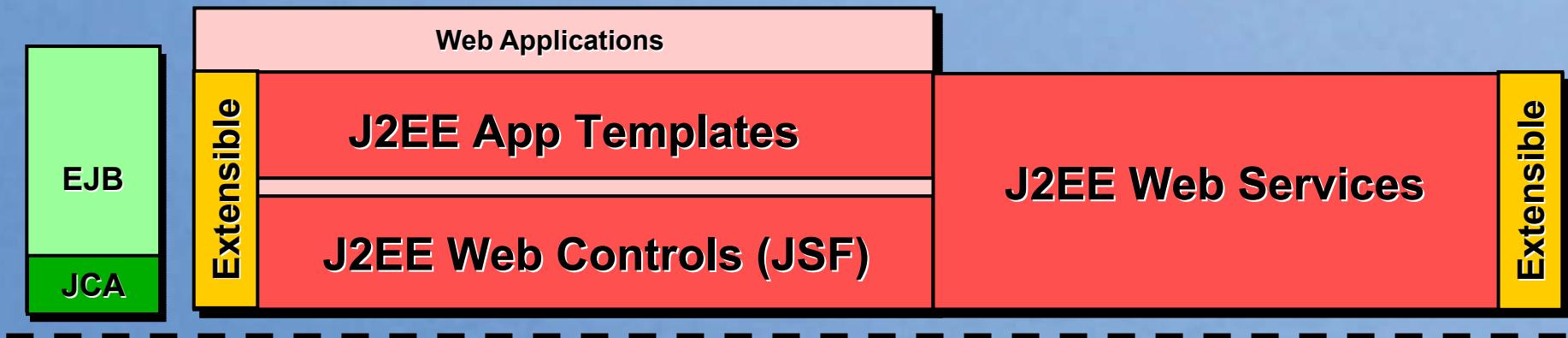


Enterprise Architectures

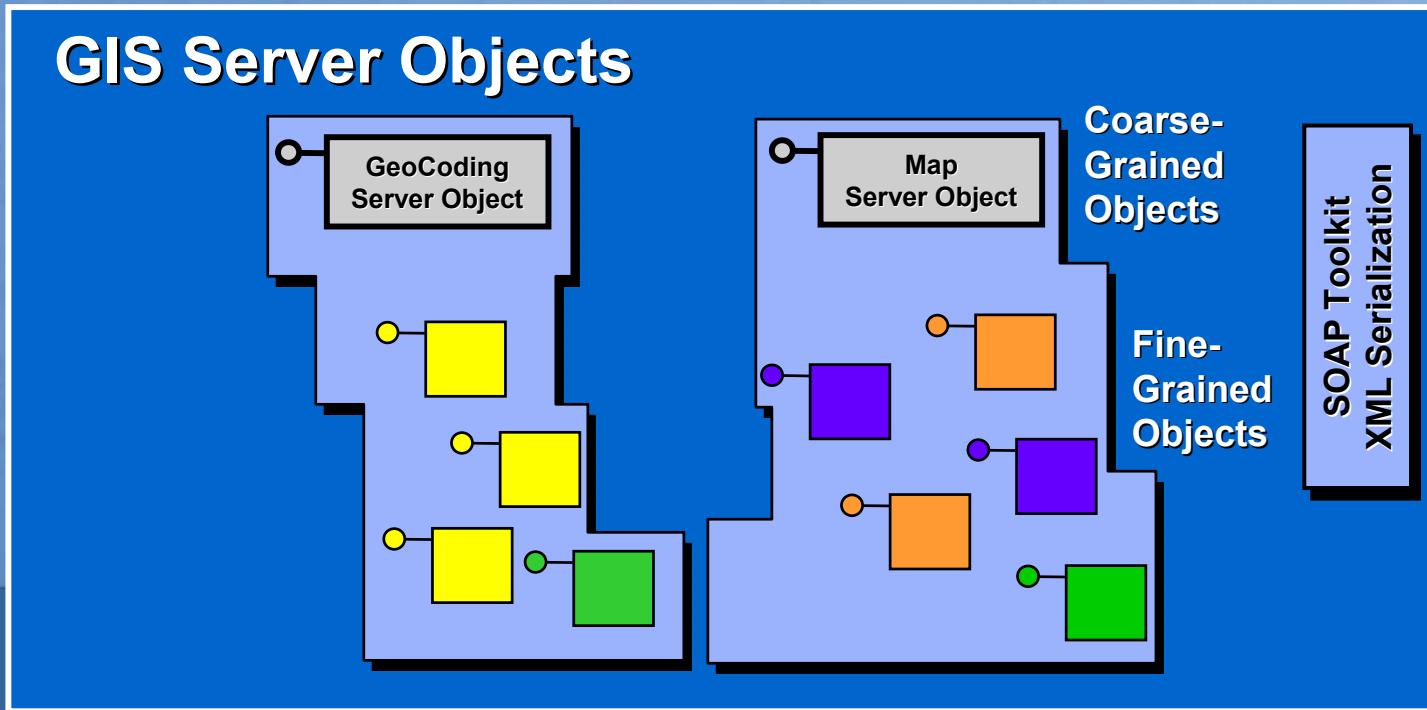


J2EE Compliancy View

J2EE Server



EIS

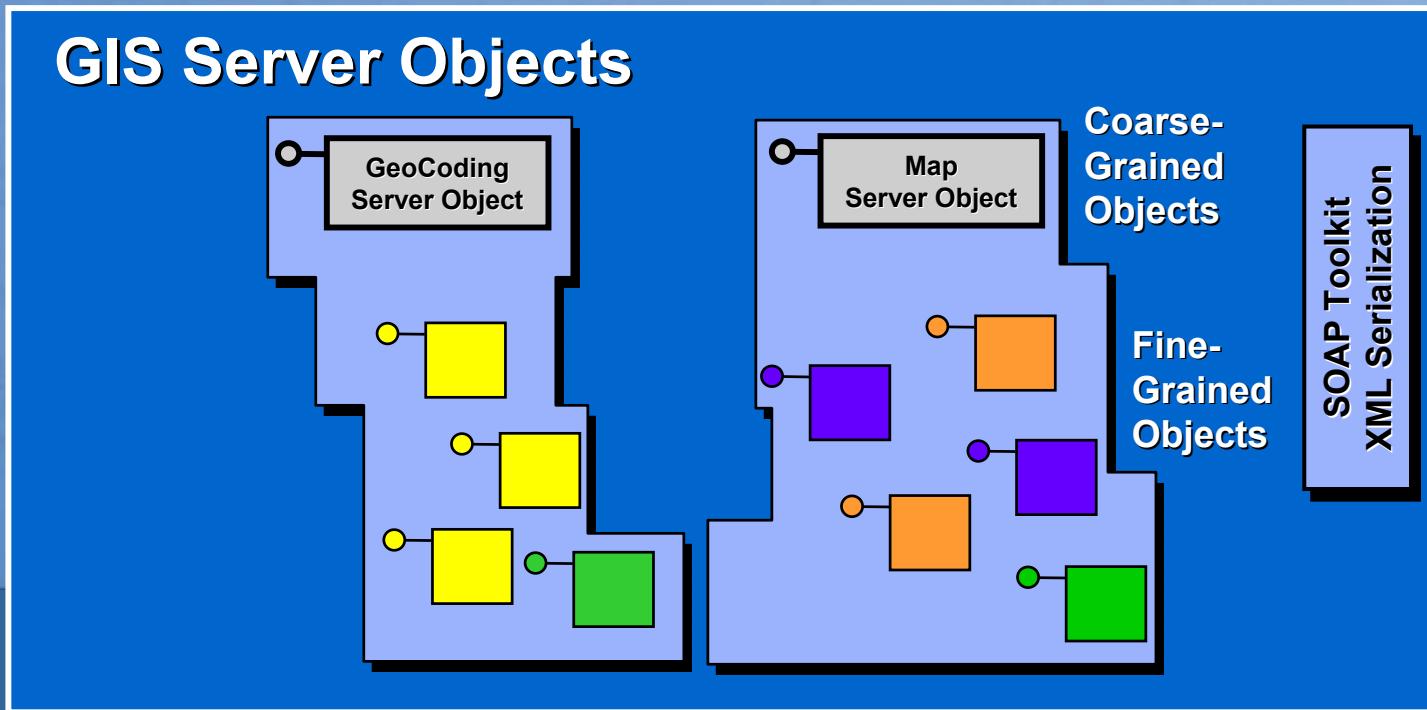


.NET Compliancy View

ASP.NET Server



EIS



Enterprise Applications

Geographically Enable...

- Customer Resource Management (CRM)
- Customer Information System (CIS) Call Center
- Supply Chain Management (SCM) and Logistics
- Human Resources (HR)
- Many others...



CRM

Company (Sales) - YORK INTERNATIONAL CORP, PA, YORK

Company

Customer # Primary

Name YORK INTERNATIONAL CORP

Dept/Div1

Dept/Div2

Dept/Div3

Phone 717-771-6471

Fax Don't Fax

WWW www.york.com

Cust Group 01 End-User

Account Management

Acct. Mgr. James Higgins

Region Philadelphia

Territory Pennsylvania

[Contacts](#) | [Opportunities](#) | [Open Issues](#) | [Notes](#) | [Leads](#) | [Quotes](#) | [Bus.](#)

<input type="checkbox"/> Primary	First Name	Last Name	Job
	Nan	Dixon	GLOBAL WEB
	Stephanie	Jones	MANAGER OF
<input checked="" type="checkbox"/>	Robert	Wernly	VICE PRESID
	Don	Willemstien	MANAGER CH
	Debra	Russell	MANAGER BU

Audit

Created By: <Not Available> | 3/23/2000 12:00 AM

[New Activity](#) | [New Alert](#)

Total Number of Steps: 14 **Estimated Driving Distance:** 87 miles **Estimated Driving Time:** 1 hour(s) : 40 minute(s)

Step	Directions	Distance (mi.)	Time (h:m)
1	Depart from ESRI-Philadelphia Go East on W 9th Ave	0.0	0:00
2	Turn left on Moore Rd	0.0	0:00
3	Turn left on State Hwy 23	0.4	0:01
4	Take ramp and go South East on Us Hwy 422	0.7	0:01
5	Go West on I 76 (Pennsylvania Tpke)	41.1	0:45
6	Go South West on Us Hwy 222	16.8	0:19
7	Go West on Us Hwy 30 (Lincoln Hwy)	1.0	0:01
8	Take ramp and go West on State Hwy 283	0.2	0:00
9	Go West on Us Hwy 30 (Lincoln Hwy)	22.5	0:25
10	Turn left on N Sherman St	1.0	0:02
11	Turn right on State Hwy 462 (E Market St)	1.1	0:02
12	Turn left on S Pershing Ave	0.4	0:01
13	Turn right on Kings Mill Rd	1.0	0:02
	Turn right on S Richland Ave	0.1	0:00

CIS Call Center - GM

GIS Services - v1.0 (5/30/2000)

Map Display Route Search

Routing Assistance

Narrative

Total Distance: 1.4 mi.

Estimated Time: 2.9 min.

Routing Directions

from B St to W Harbor Dr

Direction	Road Name	Distance
1. Go left (W)	B ST	0.1 mi.
2. Go left (S)	10TH AVE	0.4 mi.
3. Go right (W)	MARKET ST	0.5 mi.
4. Continue (W)	W MARKET ST	0.1 mi.
5. Go left (S)	FRONT ST	0.2 mi.
6. Go left (SE)	W HARBOR DR	0.1 mi.

Source: Primary Display Road Labels

Accept Reject

Map showing the route from B St to W Harbor Dr. The route is highlighted in blue and red. The map includes a grid of streets (DATE, CEDAR, BEECH, 15A, 10TH, 5TH, 4TH, 3RD, 2ND, 1ST, BROADWAY, MARKET, ISLAND, IMPERIAL, FRONT ST, W MARKET ST, W HARBOR DR) and avenues (10TH AVE, B ST, MARKET ST, FRONT ST, W MARKET ST, W HARBOR DR). A green shaded area represents a park. A small inset image shows a woman wearing a headset, likely a call center operator. A large OnStar logo with the tagline "WHEREVER YOU GO, HERE WE ARE." is in the bottom right corner.

HR Planning

Resource Planning Tool Edit Goto Gantt Area System Help

SAP

Resource Planning Tool

Locator Processing Period Assignment Availability

Assignment Detail

Reference Time Zone: EST / Processing Pe

Agency A

Bruce Caldwell
Robin Levine
Robert Marcus
Donna Martin
Marie Tobia

Period

Start Date: 09/25/2003 Start Time: 12:51:11
End Date: 09/25/2003 End Time:

Service Rep. 43 Robert Marcus

Corresponding Service Task

Parameter	Value
1	
No. of Assignments	0
Priority	5
Priority Text	Medium
Transaction Type	ZE12
Transaction Number	393
Item	10
Item Category	ZSRP
Item Status	REL
Item Status	Released
Service Task	Inspection
Requested Start, Time	18:00:00
Requested Start, Date	09/25/2003
Requested End, Time	18:00:00
Requested End, Date	09/25/2003

16 17 18 19 20 21 22 23
On assignment

Regional Emergency Personnel

99102	Luke Dwight
99104	Nancy Raines
99105	Frederick Jenkins
99108	Barton Martin
99110	Ann Nelson
99116	Melissa Close
99117	Nancy Smith
99119	James Gonzalez
99122	Dan Levine
99127	Martin Lester
99129	Deborah Levine
99131	Harold Highsmith
99132	Vince Otto
99133	Joseph Foley
99135	Mark Simes
99141	Philip Adams
99143	Emily Kellerman
99146	Ann Martin
99149	Patricia Procter
99150	George Hein
99154	Steven Belinski
99155	Hannah Wilson
99156	Bob Marcus

Display Map

Homeland Security Map

GIS by ESRI

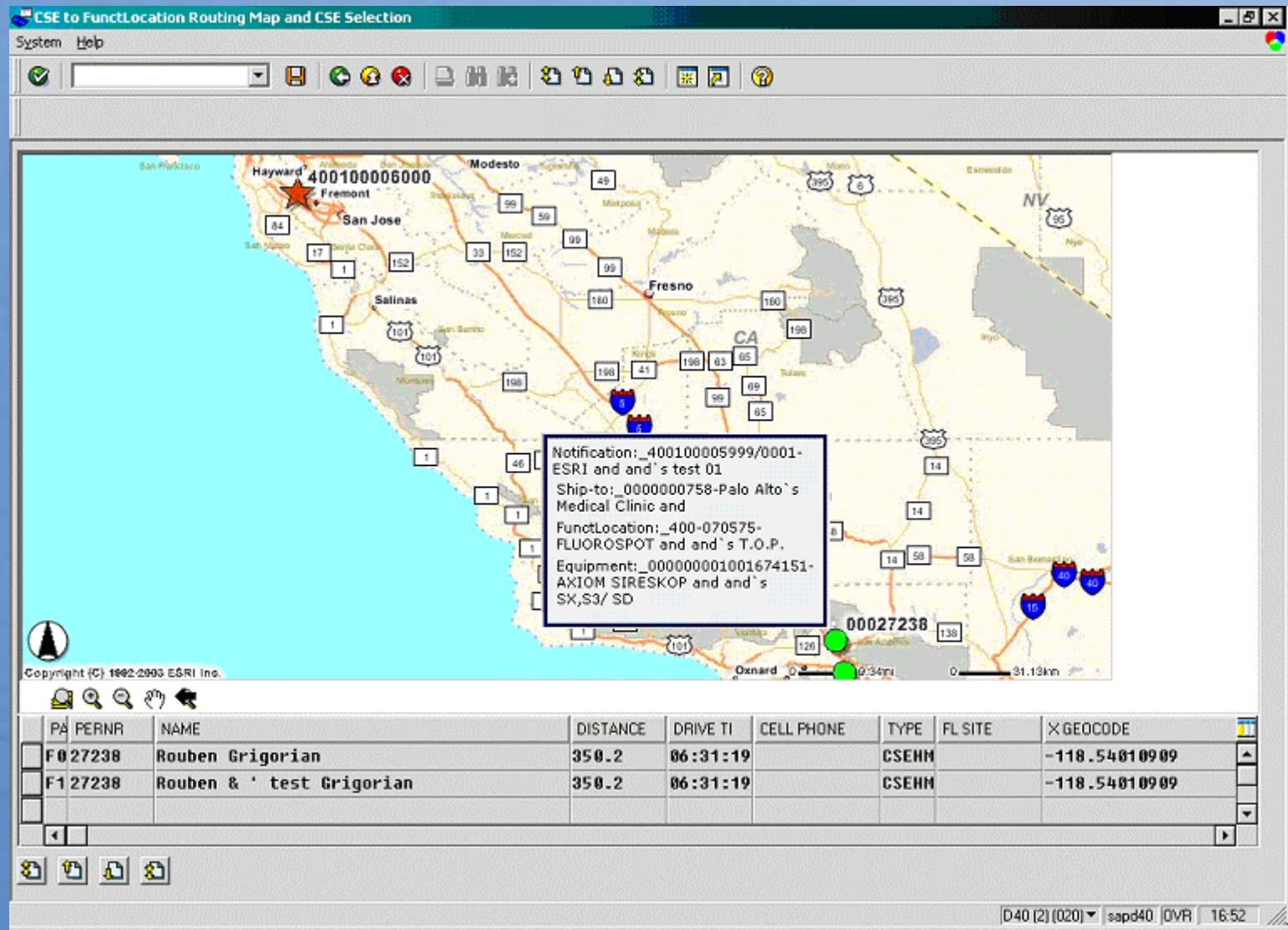
reset extent

Map Legend

- Airports
- Heliports
- Hospitals
- Schools
- HazMat Response Units
- Response Personnel (City)
- coordinators (fire)
- hazmat
- police
- Response Personnel (Regional)
- coordinators (fire)
- hazmat
- police
- Incident Location
- ALOHA Model
- footprint (hazard area)
- HPAC Model
- ERPG (IPHL STEL)
- Evacuation Shelters
- Evacuation Routes
- Distribution Warehouses

Click on Map to: Zoom In Zoom Out Re-center
 Select: Response Personnel (Regional)

Technician Routing - Siemens



Some of our Customer's Savings

- GM OnStar
- Schindler Elevator
- Sempra Energy
- Sears Home Delivery
- Siemens Medical
- AAA
- Miller Brewing Company
- SBC Telecommunications
- Quest Communications
- Allstate Insurance
- *Courier Companies, Fast Food Vendors, Major Retailers, Government Agencies, Utilities, Municipalities, Others...*
- Annual Savings: 1+ M
- Mileage Reduction: \$2 M/yr
- Productivity Increase: 9%
- Mileage Reduction: 5%
- Overtime Reduction: 23%
- On-time performance increase: 19%
- Facility Consolidation 48 to 6
- Annual Savings: \$30+ M
- Mileage Reduction: 11%
- Mileage Reduction: 13%
- Annual Savings: \$50 M
- Productivity Increase: 14%
- Reduction in Routes: 30%
- Reduction in Vehicles: 25%
- Annual Savings: \$4 M
- Reduction in Routes: 33%



Summary

- ESRI provides a **generic platform** or information system for dealing with geographical information and processes.
- ESRI offers a single **scalable architecture** with multiple complimentary products based on **industry standards** for both end users and developers.

Questions