


Handbook

# Start-up Program benefits

Esri Singapore

Esri Singapore Pte Ltd | 29 Media Circle, #08 01 Alice @ Mediapolis

 +65 6742 8622

 [connect@esrisingapore.com.sg](mailto:connect@esrisingapore.com.sg)

 [esrisingapore.com.sg](http://esrisingapore.com.sg)

The Esri Singapore Start-up Program provides a comprehensive set of software, resources and support to empower your business with geospatial technology.

## Software

Our software grant provides you with ArcGIS software licences to power your business with geospatial capabilities.

- If your start-up is less than three (3) years old, please refer to Annex A
- For licencing options for businesses that are more than three (3) years old, please refer to Annex B.

## Jumpstart training

We help you get up and running with Esri tech with a mix of self-paced e-Learning resources and instructor-led training.

- [Esri Academy](#): Unlimited free e-Learning managed through your [My Esri](#) account.
- Instructor led courses: Ten (10) days of free training — courses will be proposed by Esri Singapore.

## Online resources

Access a rich library of resources providing product information, features and functionalities, case studies and useful references.

- [ArcGIS resource centre](#)
- [ArcGIS Developer guides](#)
- [Active technical forums](#)
- [Videos](#)
- [ArcGIS blogs](#)
- Exclusive partner technical enablement resources and webinars on the [Esri Partner Community Portal](#)
- Access to [GitHub](#)

## Support services

Start-ups will gain access to Esri Singapore support services backed by a dedicated team of support professionals who are ready to address any question or issue related to the ArcGIS platform.

## Technical support

Access [technical support](#) services available to support you Monday-Friday on issues for Esri products and services, including:

- Technical support corresponding to the respective product lifecycle phase, as defined by the Maintenance and Support Agreement.
- Installation, licencing, and configuration of Esri software on environments that meet software system requirements.
- Usage and concepts of documented software functionalities and workflows.
- Troubleshoot failures, errors, performance issues, crashes, or unexpected behaviour.
- Documented samples and code snippets to support customisation and development.

## Marketing support

As a start-up partner, your business will be eligible for:

- A directory listing on the global Esri Partner Network
- A listing on [ArcGIS Marketplace](#)

## ANNEXES

### Annex A: Licences granted under Esri Start-Up Partner Package

Esri Start-Up Partner Package	
ArcGIS Online Subscription	Quantity of 10,000 ArcGIS Online Services Credits
Development licences	<p>ArcGIS Developer Subscription - Enterprise plan – three (3) licences.</p> <p>Explore which ArcGIS products and capabilities you require to quickly geo-enable your apps using Esri's online services and SDKs or develop in the API of your choice and deploy on any device.</p>
Commercial licences	<ul style="list-style-type: none"> <li>• ArcGIS Desktop Advanced – three (3) licences</li> <li>• ArcGIS Enterprise Advanced – one (1) licence</li> </ul> <p>Additional grants may be approved on a case-by-case basis, as production ready solutions are set to go to market.</p>

## Annex B: Licences offered under Esri Standard Partner Packages

Esri Standard Partner Packages	
Commercial, development, demonstration and marketing use	
ArcGIS Online Subscription	<p>Quantity of ten (10):</p> <ul style="list-style-type: none"> <li>• ArcGIS Online Viewer user type</li> </ul> <p>Quantity of five (5) of the following user types</p> <ul style="list-style-type: none"> <li>• ArcGIS Online Editor</li> <li>• ArcGIS Online Field Worker</li> <li>• ArcGIS Online Creator</li> <li>• ArcGIS Online Insights Analyst</li> <li>• ArcGIS Online Storyteller</li> <li>• Lite Partner</li> <li>• Basic Partner</li> <li>• Standard Partner</li> <li>• Advanced Partner</li> </ul> <p>Quantity of five (5) of the following:</p> <ul style="list-style-type: none"> <li>• Essential Apps Bundle</li> <li>• Field Apps Bundle</li> <li>• Office Apps Bundle</li> </ul> <p>Quantity of 2,500</p> <ul style="list-style-type: none"> <li>• ArcGIS Online Service Credits</li> </ul>

<b>Esri Standard Partner Packages</b>	
Demonstration and marketing use	
ArcGIS Desktop Advanced with ArcGIS Pro	Quantity of five (5)
ArcGIS Desktop Advanced and ArcGIS Pro Extensions	<p>Quantity of five (5) single use:</p> <ul style="list-style-type: none"> <li>• ArcGIS Desktop Advanced</li> <li>• ArcGIS 3D Analyst for Desktop</li> <li>• ArcGIS Data Interoperability for Desktop</li> <li>• ArcGIS Data Reviewer for Desktop</li> <li>• ArcGIS Geostatistical Analyst for Desktop</li> <li>• ArcGIS Image Analyst for ArcGIS Pro</li> <li>• ArcGIS LocateXT for Desktop</li> <li>• ArcGIS Network Analyst for Desktop</li> <li>• ArcGIS Pipeline Referencing for Desktop</li> <li>• ArcGIS Publisher for Desktop</li> <li>• ArcGIS Schematics for Desktop</li> <li>• ArcGIS Spatial Analyst for Desktop</li> <li>• ArcGIS Tracking Analyst for Desktop</li> <li>• ArcGIS Workflow Manager for Desktop</li> <li>• Esri Defense Mapping for Desktop</li> <li>• Esri for Aviation: Airports for Desktop</li> <li>• Esri for Aviation: Charting for Desktop</li> <li>• Esri for Maritime: Bathymetry for Desktop</li> <li>• Esri for Maritime: Charting for Desktop</li> <li>• Esri Production Mapping for Desktop</li> <li>• Esri Roads and Highways for Desktop</li> </ul>
Esri CityEngine	Esri CityEngine - Quantity of one (1)

Esri Standard Partner Packages	
Demonstration and marketing use	
ArcGIS Enterprise Advanced	<p>Quantity of one (1)</p> <p>ArcGIS Enterprise Advanced (Windows) up to four cores (with ArcGIS Notebooks Standard) and extensions including:</p> <ul style="list-style-type: none"> <li>• ArcGIS Network Analyst</li> <li>• ArcGIS 3D Analyst</li> <li>• ArcGIS Schematics</li> <li>• ArcGIS GeoStatistical Analyst</li> <li>• ArcGIS Spatial Analyst</li> </ul>
ArcGIS Enterprise Extensions	<p>Quantity of one (1) — for ArcGIS GIS Server Advanced on Windows with up to four cores</p> <ul style="list-style-type: none"> <li>• ArcGIS Data Interoperability</li> <li>• ArcGIS Data Reviewer</li> <li>• ArcGIS for Inspire</li> <li>• ArcGIS for Maritime</li> <li>• ArcGIS Pipeline Referencing</li> <li>• ArcGIS Utility Network Management</li> <li>• ArcGIS Workflow Manager</li> <li>• Esri Defence Mapping</li> <li>• Esri Production Mapping</li> <li>• Esri Roads and Highways</li> <li>• ArcGIS Locate XT</li> </ul>

<p>ArcGIS Enterprise user types</p>	<ul style="list-style-type: none"> <li>• 50 Creator user types</li> <li>• 30 Viewer user types</li> <li>• 10 Lite Partner user types</li> </ul> <p>Quantity of five (5) of the following user types:</p> <ul style="list-style-type: none"> <li>• Field Worker</li> <li>• Editor</li> <li>• Insights Analyst</li> <li>• Storyteller</li> <li>• Basic Partner</li> <li>• Standard Partner</li> <li>• Advanced Partner</li> <li>• Utility Network Service user type extension</li> <li>• Parcel Fabric Service user type extension</li> <li>• Essential Apps Bundle</li> </ul>
<p>ArcGIS Insights in ArcGIS Enterprise</p>	<p>Quantity of five (5)</p>

Esri Standard Partner Packages	
Demonstration and marketing use	
Optional applications available on request	<p>Quantity of one (1)</p> <ul style="list-style-type: none"> <li>• Business Analyst Web App for ArcGIS Online</li> <li>• Drone2Map for ArcGIS</li> <li>• Esri Community Analyst</li> <li>• GeoPlanner for ArcGIS</li> <li>• ArcGIS Insights for use with ArcGIS Online</li> <li>• Navigator for ArcGIS</li> <li>• Tracker for ArcGIS</li> <li>• ArcGIS QuickCapture</li> <li>• ArcGIS Hub Premium</li> <li>• ArcGIS Urban Suite</li> </ul>
Optional Server products available on request	<p>Quantity of one (1)</p> <ul style="list-style-type: none"> <li>• ArcGIS GeoAnalytics Server</li> <li>• ArcGIS GeoEvent Server</li> <li>• ArcGIS Image Server</li> <li>• ArcGIS Monitor for ArcGIS Server</li> <li>• ArcGIS Notebook Advanced</li> <li>• ArcGIS Utility Network Management Server</li> </ul>