

Heading towards a Partnership



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Al-Khabar

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Ten years have passed since we decided to use ESRI products after a detailed and comprehensive study of the existing GIS software at that time and it was indeed the right decision.

Throughout the process of building our successful Nation-Wide GIS, ESRI had provided us with continuous support that helped show the world how a small country like ours can be a role model for others to follow.

After I assumed the responsibility as Head of The Centre for GIS, in April 1997, new channels of cooperation started opening with a promising future, some of them are:

- Our successful participation in the 1998 ESRI User Conference in San Diego, California with the glorious exhibit that was designed and built to depict the blend between Qatar's heritage and the state of the art GIS Technology it had reached, would not have been possible without ESRI's tremendous support.
- We have reached an agreement with ESRI to establish the first regional training program outside the United States. This has been a major milestone in emphasizing the important role that The Centre for GIS plays in the region. Furthermore, ESRI's confidence in Qatar's CGIS was illustrated when they recommended expanding the scope of the regional training into the whole Middle East at a later stage after exploring the level of success of the first stage at the Gulf level.
- A direct channel of technical support have been established with ESRI, which multiplies the level of technical cooperation and support and positively impacts the performance of our organization and provides ESRI with direct feedback on various technical issues that it can take into consideration for enhancing its products.

During a meeting that I had with Mr. Jack Dangermond at the 5th Middle East User conference in Beirut, we looked into higher levels of cooperation and I can confidently say that the kind of relationship we are heading towards would be best described as a partnership rather than a vendor-customer relationship.

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