GIS as a Service

Demand for GIS is increasing rapidly

When it comes to ICT, Geographic Information Systems (GIS) is a specialist area. Its design, development, implementation and on-going support & maintenance requires a level of knowledge and expertise that goes beyond that required to support the standard office IT environment.

When it comes to Business, GIS, through Location Intelligence, lets you transform data into actionable insight, helping you to see what others can't. Given the unique ability for geospatial information to provide a common canvas on which to make complex business decisions, 'geography' is now considered a new business platform for change and transformation at local, national and global levels of business.

Consequently, as the role of GIS becomes more and more pervasive, accessible and easier to use, the role of the GIS professional is fast evolving from one that viewed as part of the IT department, to one that is now seen as part of the critical decision-making processes within the organisation. ICT departments across many businesses and industry sectors are moving to the cloud & managed services, allowing them to focus on their own domain expertise. For similar business derivers, demand for GIS outsourcing and managed services has grown considerably.

Presenting - GIS as a Service

At Esri Ireland we are addressing this shifting demand. Our new GIS as a Service offering provides value & benefits to two types of customer. It offers value to customers who, due to scale and resource capacity, can no longer manage the day-to-day running of their GIS applications. Secondly there are benefits to those customers who are new to GIS and understand the value it brings to their business. They simply don't want to take on the time, effort and cost overhead in internally managing infrastructure, skills, capability and other location-based resources required to truly embed GIS within and across their enterprise.

Through our GIS as a Service offering, we will take on the responsibility for the strategic management, day to day operations and ongoing support activity for your GIS environment, leaving you to concentrate on the core business needs of your own organisation. Our GIS as a Service will provide you with reassurance and peace of mind, so you can focus on deriving real business benefits from your investment in GIS.

Our GIS as a Service is a natural evolution of our managed services offering and combines many of the necessary GIS activities we already provide to our customers into a single annual service offering that allows us to run your GIS while you run your business.

Derive Value in 3 Different Areas

Our GaaS is comprised of 3 core components, where we bring our GIS knowledge and expertise to deliver a service in an on-premise, private cloud or our very own ArcGIS Online infrastructure.

Infrastructure Management

We manage your GIS Infrastructure; Security, reliability and scalability are all taken care of. We support you with your Digital Transformation Programmes.

Incident Management: Help Desk. Responding to and resolving issues

Proactive Monitoring: Monitoring to prevent issues

Platform Management: Future proofing & Environment tuning

Service Request Fulfilment

We resource the operational activities of the GIS function, including the requirements of specialist skills, data and content creation & management; GIS Analysis; application management and provision of resources.

Service Request Fulfilment: Day to Day operational requests, new users, services, apps, dashboards and data updates.

Enterprise Management

We provide the geospatial, leadership, management and advocacy; Ensuring the highest return on your investment and so all departments across your business can derive value. We help with GIS strategy and visioning on geospatial enablement across your organisation.

Engagement Management: Your GIS Manager to "light up" your enterprise. We will govern your service and identify solutions to meet your business processes. We can help incorporate GIS into your overall business strategy and provide advice on project planning. Working with you, we will help to unlock GIS' business value by driving adoption and uptake of GIS applications and services.

Technical Design Advice: Your Solution Architect to provide a technical roadmap for your GIS. Understanding what new capabilities and features are available we can design and plan how they can be exploited to meet your business requirements. We will work with your 3rd party suppliers to integrate with your GIS to extend the reach and capabilities of your key business systems.

Outcomes & Benefits for your Business

- **Infrastructure Management Support** – Work alongside or be your Infrastructure Provider freeing up time and resources. Support your GIS applications environment to ensure it's operating at optimum level.

- **Monitor & Maintain** – Securely provision, monitor, support and maintain your underlying ICT & GIS infrastructure required to support your GIS in the cloud and/or on-premise.

- **Analysis & Reports** – Monitoring, metrics analysis, custom dashboards, actionable reports and management level summaries to inform better decision making.

- **Innovate on Strategy** – Advise on how to create a GIS Strategy with Return on Investment outcomes.

- **Resources & Flexibility** – Provide you with a skilled team of GIS experts to help execute this strategy. Give you flexibility in terms of capacity and resources for better emergency & contingency planning.

- **Long Term Reassurance** – Give you reassurance that your whole GIS environment is in good working order and optimised for best performance. Help ensure the well-being of your GIS for the long term.