



# **GIS Cloud Consultancy, Transition and Managed Cloud Services**

**G-Cloud Services – RM1557.14**

**Service Definition – Esri UK G-Cloud 14 – Cloud Support**

**Crown Commercial Service**

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# Contents

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<b>1.</b>	<b>Service Overview .....</b>	<b>4</b>
1.1.	Service applicability .....	4
1.2.	Complementary Services .....	6
1.3.	Contact Details.....	6
<b>2.</b>	<b>G-Cloud Service Streams.....</b>	<b>7</b>
2.1.1.	Planning.....	7
2.1.2.	Setup and Migration .....	8
2.1.3.	Quality Assurance and Performance Testing .....	8
2.1.4.	Training .....	9
2.1.5.	Ongoing Support.....	9
<b>3.</b>	<b>The Services in Detail.....</b>	<b>11</b>
3.1.	Launch Kit: Web GIS (ArcGIS Online or Enterprise) .....	11
3.1.1.	Business benefits .....	11
3.1.2.	Outcomes for the customer .....	11
3.2.	Launch Kit: ArcGIS Enterprise .....	11
3.2.1.	Business benefits .....	11
3.2.2.	Outcomes for the Customer.....	12
3.3.	Launch Kit: Open Data (ArcGIS Hub) .....	12
3.3.1.	Business benefits .....	12
3.3.2.	Outcomes for the customer .....	12
3.4.	Solution Design Review .....	12
3.4.1.	Business benefits .....	13
3.4.2.	Outcomes for the customer .....	13
3.5.	Design Authority Advantage.....	13
3.5.1.	Business benefits .....	13
3.5.2.	Outcomes for the customer .....	14
3.6.	Health Check Advantage.....	14
3.6.1.	Business benefits .....	14
3.6.2.	Outcomes for the customer .....	14
3.7.	Performance Advantage .....	14
3.7.1.	Business benefits .....	15
3.7.2.	Outcomes for the customer .....	15
3.8.	Prototype Advantage.....	15
3.8.1.	Business benefits .....	15
3.8.2.	Outcomes for the customer .....	15
3.9.	Solution Design .....	16
3.9.1.	Business benefits .....	16
3.9.2.	Outcomes for the customer .....	16
3.10.	Digital Transformation Workshop .....	17
3.10.1.	Business benefits .....	17
3.10.2.	Outcomes for the customer .....	17
3.11.	GIS Platform Review .....	17
3.11.1.	Business benefits .....	17
3.11.2.	Outcomes for the customer .....	17
3.12.	Embedded Product Specialists .....	18
3.12.1.	Business benefits .....	18
3.12.2.	Outcomes for the customer .....	18

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<b>4.</b>	<b>Service Provision and Usage.....</b>	<b>19</b>
4.1.	Pricing.....	19
4.2.	Terms and Conditions .....	19
4.3.	Ordering and Invoicing Process .....	19
4.4.	On-Boarding and Off-Boarding .....	19
4.4.1.	On-Boarding .....	19
4.4.2.	Off-Boarding .....	19
4.5.	Training.....	19
4.6.	Customer Responsibilities .....	19
4.7.	Service Constraints .....	19
4.8.	Technical Requirements.....	19
4.9.	Service Levels and Support.....	20
4.10.	Service Management.....	20
4.11.	Backup/Restore/Disaster Recovery .....	20
4.12.	Termination Terms .....	20
4.13.	Financial Recompense Model .....	20
4.14.	Data Restoration/Service Migration .....	20
4.15.	Trial Service.....	20
4.16.	Data Storage & Processing Locations.....	20
<b>5.</b>	<b>Our Experience .....</b>	<b>21</b>

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# 1. Service Overview

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This document is a Service Definition for the GIS Cloud Consultancy, Transition and Managed Cloud Services offered by Esri UK as Cloud Support through the G-Cloud Framework (RM1557).

Esri UK specialises in mapping technology and Geographic Information Systems (GIS). We build scalable cloud-based solutions using Esri software at the core hosted on our partners' or our customers' technologies.

We offer a range of services to design, implement, operate and support these solutions. The services may be purchased individually or as a complete set allowing customers to mix and match to suit their resources.

The complete service portfolio, along with typical usage patterns, is shown in the diagram on Page 5 and described in detail in Sections 2 and 3.

## 1.1. Service applicability

The services will support the following scenarios:

- Esri UK's Cloud Software Digital Marketplace entries:
  - ArcGIS in the Cloud
  - ArcGIS Online
  - GIS Map and Data Services
  - GIS Managed Cloud Services
- Cloud-hosted solutions (private and public) built by Esri UK, government departments or partners.
- Customers wishing to deploy commercial-off-the-shelf (COTS) Esri software onto cloud platforms.
- Customers wishing to integrate or augment existing systems with Esri cloud solutions.

## Esri UK's cloud service portfolio: A complete capability with flexibility to suit individual customer needs



Esri UK Service Component >		Cloud Hosting <sup>1</sup>	Software <sup>2</sup>	Professional Services <sup>3</sup>	Content <sup>4</sup>	Managed Services <sup>5</sup>
I want...	Esri UK G-Cloud Service					
To use Esri's Software-as-a-Service cloud based mapping platform, with me paying a subscription to use.	ArcGIS Online	Provided by Esri Inc	Provided by Esri Inc	Optional <sup>6</sup>	Provided by Esri Inc	Provided by Esri Inc
Esri UK to help me design and implement my GIS on my cloud infrastructure with an option for Esri UK to help me manage it.	GIS Cloud Consultancy and Transition Services <sup>8</sup>			X		Optional <sup>7</sup>
Esri UK to design and implement my GIS on Esri UK provisioned and managed infrastructure with me paying a single fee for a complete service.	ArcGIS in the Cloud (Esri UK Managed Cloud)	X		X	Optional	X
Esri UK to give me advice on moving to the cloud and/or helping me move and/or deliver upgrades or RFCs to existing cloud solutions.	GIS Cloud Consultancy and Transition Services <sup>8</sup>			X		
To renew an existing Esri UK hosted and managed service.	GIS Managed Cloud Services <sup>9</sup>	X			Optional	X

<sup>1</sup> Esri will host your GIS on either Amazon Web Services or Microsoft Azure cloud infrastructure

<sup>2</sup> Not available via G-Cloud; you will need to supply your own software or licenses via another suitable framework

<sup>3</sup> Consultancy, design and implementation services purchased on a T&M (consultancy) or Fixed Price (project or packaged service) basis

<sup>4</sup> Provision of data services, e.g. Ordnance Survey mapping

<sup>5</sup> Support Desk, Service Management, Monitoring, Backups and Patches

<sup>6</sup> Esri UK can offer an optional web GIS Launch Kit to getting you started on ArcGIS Online – see GIS Cloud Consultancy and Transition Services

<sup>7</sup> If the software is hosted on your cloud then Esri UK can offer a range of optional support models

<sup>8</sup> G-Cloud Service Streams: Planning, Setup & Migration, QA and Performance Testing, Training.

<sup>9</sup> G-Cloud Service Streams: Ongoing Support.

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## 1.2. Complementary Services

In addition to this G-Cloud service, Esri UK offers the following complementary services through the G-Cloud framework:

- Cloud Software - ArcGIS Online
- Cloud Software – ArcGIS in the Cloud
- Cloud Software – GIS Map and Data Services
- Cloud Support – GIS Managed Cloud Services

In addition to our cloud capabilities, Esri UK provides a comprehensive portfolio of GIS solutions and services, including:

- Desktop, server and web-based GIS with additional functionality beyond that found in ArcGIS Online.
- Premium maps and datasets.
- Consultancy, training, implementation and support services relating to GIS.

Full details are available at the Esri UK website ([www.esriuk.com](http://www.esriuk.com)).

Esri UK is listed on the following frameworks as well as G-Cloud:

- Digital Outcomes 6 - DOS6 (RM1043.8)
- Vertical Application Solutions - VAS (RM6259)
- Technology Online Purchasing Content - TOPC (RM6147)
- Space Enabled & Geospatial Services Dynamic Purchasing System (RM6235)
- Spark Dynamic Purchasing System - Spark (RM6094)

## 1.3. Contact Details

For all enquiries relating to this service, please email [sales@esriuk.com](mailto:sales@esriuk.com) or telephone 01296 745599.

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## 2. G-Cloud Service Streams

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Esri UK's services assist customers in the following G-Cloud streams:

- Planning
- Setup and migration
- Quality assurance and performance testing
- Training
- Ongoing Support

We provide a range of Time and Materials and fixed price packaged services to assist customers in the G-Cloud streams listed above. This section describes our competence in each stream and lists the appropriate professional or packaged services.

The packaged services are described in more detail in Section 3. Our Professional Services are offered on a Time and Materials basis to provide planning, set-up and migration services.

### 2.1.1. *Planning*

Typically, we adopt a Discovery-Alpha-Beta-Live phased planning process to provide structure and ensure we define and measure deliverables and achieve expected outcomes.

We have extensive experience in identifying and analysing organisational needs and helping organisations to understand cloud computing options for GIS and mapping in the following areas:

- Business analysis to assess and document business needs to ensure the suitability of a cloud-based approach.
- Assessing deployment scenarios including prototyping, development or production.
- Advising and guiding on appropriate cloud hosting options based on commodity cloud providers, typically Amazon Web Services and Microsoft Azure (including common deployment patterns taking into account security, data provenance and mission criticality).
- Cost-benefit analysis compared to traditional approaches to enable understanding of the commercial model and estimation of total cost of ownership.
- Cloud exploitation strategies.

We provide services for defining strategy, architecture and plans for moving legacy GIS systems into the cloud as well as targeted packaged services to help implement the solution. These services cover:

- Solution architecture and technical design of Esri-based cloud solutions:
  - Assessing deployment options and patterns and making recommendations
  - Open architectures and standards-based approach
  - Choosing technology and software solutions
  - Cost-effective, resilient and available infrastructures
  - Planning for capacity, throughput and performance

- Integration with existing Software as a Service (SaaS) offerings
- Options for migration of existing applications to the cloud.

We provide services for creating designs, architectures and plans for building cloud-based GIS systems. These services cover:

- User Experience Design (user interface and interaction design)
- Content Design (cartography)
- Solution architecture and technical design of Esri-based cloud solutions:
  - Assessing deployment options and patterns and making recommendations
  - Open architectures and standards-based approach
  - Choosing technology and software solutions
  - Cost-effective, resilient and available infrastructures
  - Planning for capacity, throughput and performance
  - Integration with existing SaaS offerings
- Planning a roadmap for implementation

Our Planning services are offered on a Packaged Service (see Section 3) or a Time and Materials (see SFIA rate card) basis, tailored to an organisation's specific need.

### **2.1.2. Setup and Migration**

Once a cloud solution has been selected and/or designed we provide Professional Services to complete or assist in the migration to this service. This may include cloud infrastructure provision, installation and configuration. We can help migrate data, set up services and applications on the ArcGIS platform and train administrators and users as required.

Whether the solution is bespoke, procured through other frameworks or a COTS solution procured via the G-Cloud from Esri UK, we offer a range of packages to help organisations get started and quickly become productive on whichever cloud infrastructure is chosen.

Our Setup and Migration services are offered on a Packaged Service (see Section 3) or a Time and Materials (see SFIA rate card) basis, tailored to an organisation's specific need.

### **2.1.3. Quality Assurance and Performance Testing**

Quality assurance and performance testing are carried out in accordance with our ISO9001 compliant Quality Management System. This provides processes for appropriate technical and project governance, risk and issue management, testing and configuration and release management.

Acceptance criteria and testing are defined in advance in accordance with the business requirements and the software services designed and measured against these criteria.

Quality is continually tested at each phase of deployment. We help buyers define test strategies and plans appropriate to the service being provided, covering functionality, performance (under load), availability (resilience and failover) and operational procedures including backup and restore (disaster recovery).



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Our Quality Assurance and Performance Testing services are offered on a Packaged Service (see Section 3) or a Time and Materials (see SFIA rate card) basis, tailored to an organisation's specific need.

#### **2.1.4. Training**

We provide a range of training including:

- **Scheduled Training:** instructor-led traditional classroom courses are taught at Esri UK training facilities throughout the UK.
- **Virtual Training:** instructor-led virtual training is delivered in real time over the internet providing training from the convenience of a desktop.
- **Onsite Training:** instructor-led onsite training will enable GIS professionals to extend their knowledge and learning conveniently.
- **One2One Training:** instructor-led one2One training is tailored to specific needs to maximise GIS capability within an organisation.

We can also provide Training Needs Analysis and bespoke training as required.

Our training services are offered on a fixed-price basis per course or a Time and Materials (see SFIA rate card) for bespoke training tailored to an organisation's specific need.

#### **2.1.5. Ongoing Support**

Esri UK operates a service management model based on the Government Digital Service guidelines, using ITIL principles for technical support and continuous service improvement.

Key aspects of our service management capability are:

- **Service Managers** representing the service provided, accountable for operational delivery, quality, performance and continuous service improvement.
- The **Technical Support** team providing 2<sup>nd</sup> and 3<sup>rd</sup> line support both for core Esri products and for customer applications built by Esri UK.
- The **Managed Cloud Services** group carrying out operational maintenance (monitoring service availability, performance, security, patching, backup, disaster recovery) for hosted solutions.
- The **Content Services** group providing data sourcing, data enhancement, analysis and bespoke data solution development services.

As shown in the table below, our Managed Cloud Services provide a number of options, the choice of which will depend on deployment scenario (production, development or prototyping), service level required (availability and performance) and mission criticality.

Standard Services	Optional Services
Support Desk (provided by 9:00-5:30 via Esri UK Standard Support)	High-availability deployments
ITIL Tier 2 and 3 Incident Management	24/7 support desk for emergency response to P1 defects only
Service Level Agreement for issue resolution and service performance	Non-critical software patching
System Monitoring	Esri software upgrades
Usage Analytics and Reporting	Bespoke Application Management - for example, a Technical Services Agreement (TSA)
Backups and Restore for Disaster Recovery purposes	Data Management
Critical Esri software and operating system patches	Scaling
Proactive Service Management and Continuous Improvement	

**Table 1: Ongoing support options**  
**Customer's choice of based on deployment scenario, service level required and mission criticality**

Our GIS Managed Cloud Services can be used to support existing or new cloud deployments. Please see our Cloud Software service ArcGIS in the Cloud.

Our GIS Managed Cloud Services are offered on a Managed Cloud Service Unit (MCSU) basis. The number of MCSUs required will be calculated based on:

- Infrastructure support type (see Figure 1 above)
- Software/application support requirements (see Table 1 above)

The cost of an MCSU is provided in the Pricing document attached to this G-Cloud Service.

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## 3. The Services in Detail

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This section provides an overview of the packaged services and Embedded Product Specialist support role. The exact profile of each service in relation to methods, resources and locations will be agreed at the point of call-off.

### 3.1. Launch Kit: Web GIS (ArcGIS Online or Enterprise)

The service is suitable for customers who want to get up and running quickly with the capabilities of ArcGIS Online.

The service provides an introduction to the capabilities of ArcGIS Online or Portal within ArcGIS Enterprise and demonstrates how to leverage Web GIS as part of the ArcGIS Platform and introduce the key capabilities of this product.

#### 3.1.1. Business benefits

- Significantly accelerates the customers' understanding of Web GIS and their ability to address business needs through the capabilities of the ArcGIS platform.
- Quickly establishes Web GIS to enable the customer to maximise the business value from the investment made.
- Staff are quickly up to speed with Web GIS with a good grounding in best practice from an experienced Esri consultant.
- Risks associated with roll-out and end-user adoption are minimised by involvement of Esri expertise.

#### 3.1.2. Outcomes for the customer

- Review of customer organisational structure and how best to reflect and establish this in ArcGIS Online or Portal for ArcGIS.
- Knowledge transfer is provided on tools, data management, securing content, credit usage.
- Best practice guidelines provided on web application templates.

### 3.2. Launch Kit: ArcGIS Enterprise

The service is suitable for customers who require the installation and configuration of ArcGIS Enterprise software and want to get up and running quickly with the product.

Esri UK staff work with the customer's GIS and IT teams to install and configure ArcGIS Enterprise on to the customer's infrastructure using Esri UK best practice.

#### 3.2.1. Business benefits

- Assurance that ArcGIS Enterprise is correctly installed in accordance with Esri guidelines and to optimise the available GIS architecture.
- Helps to remove technical risk from the setup of ArcGIS Enterprise.
- Quickly establishes ArcGIS Enterprise to enable the customer to maximise the business value from the investment made.
- Staff (GIS administrators) are quickly up to speed with ArcGIS Enterprise, with a good grounding in best practice from an experienced Esri consultant.

- Risks associated with roll-out and end-user adoption are minimised by involvement of Esri expertise.
- Risks associated with roll-out and end-user adoption are minimised by involvement of Esri expertise.

### **3.2.2. Outcomes for the Customer**

- ArcGIS Enterprise is installed and configured using an Esri best practice approach.
- Skills transfer is provided to staff on key operation and maintenance tasks.
- Configure supported user authentication system.
- Knowledge transfer is provided on tools, data management, securing content.
- Handover documentation defining the deployed system.

## **3.3. Launch Kit: Open Data (ArcGIS Hub)**

The service is suitable for customers who want to get up and running quickly with the capabilities of ArcGIS Hub.

The service provides an introduction to implementing an Open Data portal and demonstrates how to leverage ArcGIS Hub as part of the ArcGIS Platform and introduce the key capabilities of this product.

### **3.3.1. Business benefits**

- Significantly accelerates the customers' understanding of using ArcGIS technology to deliver Open Data.
- Quickly establishes ArcGIS Hub to enable the customer to maximise the business value from the investment made.
- Staff are quickly up to speed with ArcGIS Hub with a good grounding in best practice from an experienced Esri consultant.
- Risks associated with roll-out and end-user adoption are minimised by involvement of Esri expertise.

### **3.3.2. Outcomes for the customer**

- Best practice advice and guidance regarding implementation of an Open Data portal using ArcGIS Hub Foundation.

## **3.4. Solution Design Review**

This service is suitable for any project involving Esri technology. An Esri UK Solution Architect will conduct a design phase review of the planned Esri technology solution, including:

- A high-level architecture review
- A review of an application or applications
- A geodatabase review.

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#### **3.4.1. Business benefits**

- Avoids cost on the project from reducing the technical risk at the design phase of the project. It is significantly more expensive to re-work or re-design a solution once outside the design phase.
- Identifies avoidable and expensive customisation proposed in the project and reduces this cost by recommending best-practice workflows and integration methods for simplifying the solution. For example, opportunities to maximise the use of Esri COTS in the solution design.
- Reduces Total Cost of Ownership by having an insight into Esri's technology roadmap. Esri UK can help minimise expensive re-design of the solution in subsequent technology refreshes for the project.
- Reduces Total Cost of Ownership by avoiding expensive redesign and updating of bespoke code which will have been minimised through changes in workflow, simpler integration, or greater use of Esri COTS solutions.

#### **3.4.2. Outcomes for the customer**

- Technical risk of the project is assessed and mitigation strategies suggested in line with Esri recommended best practices.
- Esri product stack technical risks are minimised at design phase.
- Design assurance is provided which is independent from the main solution provider (where a third party is involved).

### **3.5. Design Authority Advantage**

This service is typically suitable for a large project or programme where Esri technology is being integrated with other systems or projects. An Esri UK consultant will work on and off site as a GIS design authority and Subject Matter Expert to provide design oversight for a project or programme. The design can be:

- An initial design of a solution to a business problem.
- A functional change of an existing solution, for example, an upgrade or significant change request.
- An infrastructure migration of an existing solution, for example, moving an in-house GIS system into an IT partner's data centre.

#### **3.5.1. Business benefits**

- Avoids cost on the project from reducing the technical risk at the design phase of the project. It is significantly more expensive to re-work or re-design a solution once outside the design phase.
- Identifies avoidable and expensive customisation proposed in the project and reduces this cost by recommending best-practice workflows and integration methods for simplifying the solution. For example, opportunities to maximise the use of Esri COTS in the solution design.
- Reduces Total Cost of Ownership by having insight into Esri's technology roadmap. Esri UK can help minimise expensive re-design of the solution in subsequent technology refreshes for the project.

- Reduces Total Cost of Ownership by avoiding expensive redesign and updating of bespoke code which will have been minimised through changes in workflow, simpler integration, or greater use of Esri COTS solutions.

### **3.5.2. Outcomes for the customer**

- Technical risk of the project is continually assessed and mitigation strategies suggested in line with Esri recommended best practices and experience at other enterprise customers.
- Integration and Esri product stack technical risks are minimised at design phase.
- Design assurance is provided which is independent from the main solution provider (where a third party is involved).

## **3.6. Health Check Advantage**

This service is typically suitable for enterprise customers (using ArcGIS for Desktop, ArcGIS Enterprise and an enterprise geodatabase) who want to undertake a health check on their GIS architecture.

The service covers standard health checks, from an operational GIS perspective, on the components of an ArcGIS enterprise implementation including:

- Enterprise geodatabase
- ArcGIS Enterprise
- ArcGIS Desktop

It can also cover supporting systems including:

- WTS/Citrix Server
- Web Server/Web Application Server
- Relational Database Management System.

### **3.6.1. Business benefits**

- Maximises return on investment and/or avoids cost by understanding the 'health' of GIS and supporting technology, and how to optimise existing investment and system usage.
- Extends the medium to long-term lifetime potential of existing investments in GIS hardware.
- Optimises the end-user experience from the GIS architecture.

### **3.6.2. Outcomes for the customer**

- Recommendations on conditions to be addressed in the short term that affect operational usage or those that should be considered for the longer term.
- The opportunity to optimise the GIS and supporting systems.

## **3.7. Performance Advantage**

This service is typically suitable for enterprise customers (using ArcGIS for Desktop, ArcGIS Enterprise and an enterprise geodatabase) who want to optimise the performance of their Esri architecture.

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The service gathers and analyses metrics on Esri system components and their configuration, and covers the following:

- Client-side performance of ArcGIS Desktop
- Server-side performance of ArcGIS Enterprise
- Enterprise geodatabase condition

#### **3.7.1. *Business benefits***

- Maximises return on investment and/or avoids cost by optimising the performance of Esri technology. May avoid the need for short-term upgrades of hardware previously thought necessary.
- Extends the medium to long term lifetime potential of existing investments in hardware where GIS performance has not previously been optimised.
- Optimises the end-user experience from the GIS architecture.

#### **3.7.2. *Outcomes for the customer***

- Desktop and server Esri stack analysed using Esri recommended best practices.
- Suggested improvements are clearly documented that will help avoid potential short, medium- and long-term technical issues.

### **3.8.      *Prototype Advantage***

This services package is suitable for customers who have a specific, well-constrained business problem to solve, and want to gain quick insight into possible solutions via a rapid prototype.

Esri UK provides the skills, technology, and people required to work through the customers' business scenario/problem and produce a prototype demonstrator application.

#### **3.8.1. *Business benefits***

- Reduces risk and optimises outcomes by working with Esri UK's IT infrastructure and experienced consultants to develop and run the prototype alongside the customer team.
- Avoids cost by providing a low-cost validation that there is a solution to the problem before starting expensive project phases (feasibility study, analysis and design, build).
- Achieves stakeholder support for projects to improve buy-in and approval of business cases.

#### **3.8.2. *Outcomes for the customer***

- Rigorous, rapid prototyping quickly develops the genesis of an idea of how to solve your business problem using GIS in a 'safe', low cost environment.

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## **3.9. Solution Design**

This service is suitable for customers that needs a solution design and costs to implement a high-level set of GIS requirements.

Esri UK will elaborate the high-level GIS requirements to enable definition of one or more optional solutions using the ArcGIS Platform. We will incorporate customer IT policies and practices.

The output will be a solution architecture design document including:

- Documented requirements
- Technology choices/ options including a roadmap
- Deployment architecture(s)
- Recommended delivery approach

The design will focus on a solution based on the configuration of COTS ArcGIS. Customisations via code may be identified and covered at a high-level in the design. We will typically supply the design with software and implementation costs.

### **3.9.1. Business benefits**

- Maximises return on investment and/or avoids cost on a project by reducing the technical risk at the design phase of the project. It is significantly more expensive to re-work or re-design a solution once outside the design phase
- Identifies avoidable and expensive customisation proposed in the project and reduces this cost by recommending best-practice workflows and integration methods for simplifying the solution. For example, opportunities to maximise the use of Esri COTS in the solution design.
- Reduces time and costs for the adoption of the solution by the customer's IT group by early involvement.
- Reduces Total Cost of Ownership by having insight into Esri's technology roadmap. Esri UK can help minimise expensive re-design of the solution in subsequent technology refreshes for the project.
- Reduces Total Cost of Ownership by avoiding expensive redesign and updating of bespoke code which will have been minimised through changes in workflow, simpler integration, or greater use of Esri COTS solutions.

### **3.9.2. Outcomes for the customer**

- Certainty about the cost and approach to deliver the required functionality.
- Documented requirements and design that aligns with Esri's best practice.
- Design is aligned with the customer's IT policies.



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### **3.10. Digital Transformation Workshop**

This service is suitable for customers that have a definite customer requirement for GIS but are either new to GIS or have multiple opportunities that they need describe, prioritise and understand the potential business benefits. It is also suitable for customers with multiple teams working in silos who need an Enterprise GIS Solution.

The Digital Transformation Workshop service provides an engaging and active team discovery environment to explore GIS visions, requirements and solutions.

#### **3.10.1. Business benefits**

- Improves understanding of GIS and helps define potential business benefits.
- Enables accurate definition and capture of GIS vision, requirements and solution options to ensure fast acceptance and implementation.
- Optimises investment in Esri technology by ensuring implementation and usage is aligned to available resources.
- Manages cost by providing a more robust cost estimate for any subsequent project.

#### **3.10.2. Outcomes for the customer**

- Documented, prioritised vision and requirements suitable to inform the next phase of activity.

### **3.11. GIS Platform Review**

The aim of a GIS Platform Review is to document the current usage and infrastructure of an organisation's GIS Platform, detail a future implementation roadmap and to document how this might be achieved.

This packaged service provides a technical review of the customer's current usage and infrastructure of GIS. The review is undertaken by an Esri UK Solution Architect and is designed to help identify the optimal roadmap for an organisation and recommend a future implementation roadmap as well as documenting how this might be achieved.

#### **3.11.1. Business benefits**

Benefits relating to this specific service are:

- Esri UK will provide you with a clear roadmap for the future.
- We leave you with the knowledge to build your GIS platform.
- We identify opportunities to maximise the benefits from your investment in Esri technology.
- Our experienced staff have worked on a wide range of projects and programmes – developing expertise over many years.

#### **3.11.2. Outcomes for the customer**

- A better understanding on how better to exploit spatial data and technology available and an implementation roadmap to get there.

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## 3.12. Embedded Product Specialists

To maximise your uptake and exploitation of the Esri ArcGIS Platform we offer an Embedded Product Specialist (EPS) where an Esri UK consultant is embedded with a customer for a defined period of time.

The main focus of the EPS is on COTS and using the features and functions of the core applications within the ArcGIS Platform (ArcGIS Desktop, ArcGIS Online and ArcGIS Enterprise (ArcGIS Server & Portal)).

To ensure the greatest customer benefit from an EPS engagement we offer an initial minimum of 12 days to be consumed at a rate of 2 to 3 days per week in consecutive weeks. Depending on the needs of the customer the Product Specialist can be assigned on a full-time or a part-time basis over the duration of the engagement.

### 3.12.1. Business benefits

An EPS will typically bring one or more of the following benefits:

- **Flexibility.** An EPS offers a flexible and agile way to bring additional resources into an organisation. It can significantly reduce the recruitment overheads for an organisation and avoid the need for getting new headcount approved.
- **Speed.** An EPS can be in place within days which is essential when time constraints are paramount.
- **Expertise.** An EPS can bring skills and knowledge not otherwise in place within the customer organisation. Their experience and expertise enables them to be productive and make a noticeable impact from the outset, maximising the likelihood of success.
- **Effectiveness.** The EPS can provide a fresh perspective on the approach being taken by the customer. They will be skilled in the latest versions of the ArcGIS Platform with experience from similar organisations and a good understanding of best practice.
- **Relationship.** An EPS is focussed on ensuring the customer is getting best value from its investment in ArcGIS and building a relationship for the long term.
- **Network.** An EPS can provide a valuable link back into Esri UK which can be used to gain additional technical support and guidance if necessary. If the work is beyond the scope of an EPS, they can help to facilitate a discussion with the appropriate people within Esri UK, for example Data Consultancy, Professional Services or Training.
- **Roadmap.** An EPS can help to inform the customer about the capability of current and future versions of the ArcGIS Platform and can provide insight into the product roadmap.
- **Knowledge Transfer.** An EPS can help to ensure the customers own staff are learning about the capabilities of ArcGIS and approaching things in the most efficient and effective way possible. These benefits will be retained even after the EPS has finished their engagement.

### 3.12.2. Outcomes for the customer

- Maximised return on investment from increased and improved exploitation of the ArcGIS platform.
- Delivery of improved decision making, efficiency and business outcomes.

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## **4. Service Provision and Usage**

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### **4.1. Pricing**

The packaged services described above are available on a fixed price basis. Please refer to the Pricing document attached to this G-Cloud Service for further details.

Time and Materials pricing is provided in the SFIA Rate Card also attached to this G-Cloud Service.

Pricing for Managed Cloud Services is based on a Managed Cloud Services Unit cost depending on the service required. Please refer to the Pricing document attached to this G-Cloud Service for further details.

### **4.2. Terms and Conditions**

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

### **4.3. Ordering and Invoicing Process**

Please contact the Esri UK Sales team using the contact details in Section 1.3 to order these services.

### **4.4. On-Boarding and Off-Boarding**

#### **4.4.1. On-Boarding**

To on-board our consultants to perform any of the services described in this document, we will follow a project initiation process as described in our certified Quality Management System.

#### **4.4.2. Off-Boarding**

At the end of each service delivery, we will complete a professional handover including any agreed knowledge transfer and documentation.

### **4.5. Training**

Training is available from Esri UK Learning Services and is described [here](#).

### **4.6. Customer Responsibilities**

Customer Responsibilities will be agreed in the project initiation documents.

### **4.7. Service Constraints**

There are no service constraints.

### **4.8. Technical Requirements**

Any technical requirements will be project specific and agreed during project initiation.

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#### **4.9. Service Levels and Support**

Not applicable to provision of consultancy services.

#### **4.10. Service Management**

Not applicable to provision of consultancy services.

#### **4.11. Backup/Restore/Disaster Recovery**

Not applicable to provision of consultancy services.

#### **4.12. Termination Terms**

Termination terms are covered in the separate Esri UK Terms and Conditions document attached to this Digital Marketplace entry.

#### **4.13. Financial Recompense Model**

Not applicable to provision of consultancy services.

#### **4.14. Data Restoration/Service Migration**

Not applicable to provision of consultancy services.

#### **4.15. Trial Service**

Not applicable to provision of consultancy services.

#### **4.16. Data Storage & Processing Locations**

Not applicable to provision of consultancy services.

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## 5. Our Experience

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Esri UK has served the UK public sector since 1976. We work with central, local, regional and devolved government agencies and departments as well as transport and infrastructure, utilities and emergency services.

We deliver in excess of 20,000 days of Professional Services per annum to customers across the UK. Since 2016, we have delivered over 600 UK public sector projects ranging from 1,000-day+ implementation programmes to agile stage projects, web developments and consultancy assignments. This means that G-Cloud customers have access to the largest single pool of GIS knowledge and experience available in the UK.

Relevant clients include: The Ministry of Defence, Army HQ, the Cabinet Office, the Ordnance Survey, the Environment Agency, Defra, Natural England, Natural Resources Wales, the Met Office, British Geological Survey, Transport for London, Transport for West Midlands, Crossrail, the Maritime and Coastguard Agency, the Forestry Commission and over 200 Local Authorities across the UK.