

Service Definition Document – ARC GIS Enterprise Managed Services

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CCS - G-Cloud 15
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Service attributes

Service type

Cloud support

Service name

Service name

GIS Enterprise Managed Service

About your service

Service description

Our GIS Enterprise Managed Service offers clients a secure, scalable, and fully managed geospatial platform. We provide end-to-end management of GIS platform solutions such as ESRI ArcGIS Enterprise, FME and open-source technologies, covering planning, deployment, optimisation and continuous improvement. Our approach focuses on reducing technology complexity, optimising existing investments, and leveraging cloud-native architectures for resilience and performance. We embed change management and capability building throughout, ensuring sustainable adoption and empowering teams to deliver data-driven decisions with confidence.

Service features and benefits

Service features and benefits

Service features

- Consultation with clients to understand their bespoke geospatial needs
- Deployment and configuration of geospatial components in the cloud
- Rigorous testing and fine-tuning of systems for optimal performance
- Ongoing support including continuous monitoring, maintenance, and updates
- Integration and interoperability with existing systems and data sources
- Resilient services, with cloud redundancy ensuring high availability
- Fully managed by Jacob's geospatial and IT experts

Service benefits

- Cloud based scaling to accommodate varying workloads and data volumes
 - Integrated backups to prevent data loss
-

- Allows for integrated management, preparation, loading and hosting of data
 - Adherence to legal compliance, standards and regulations
 - Reduced on-premises infrastructure costs and security concerns
 - Tiered annual pricing to suit all needs, minimising large upfront investment
 - Allows users to leverage cloud-based analytics tools for data-driven decisions
-

Planning

Planning

Planning service

Yes

How the planning service works

We begin with a discovery phase that defines user requirements, assesses data needs, and reviews licensing options, laying the foundation for a tailored solution designed to deliver maximum value.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

ESRI ArcGIS Enterprise, FME, open-source geospatial

Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Set up is included in all managed services, but an additional route to migrate existing on-premises GIS Enterprise systems for redeployment on a managed cloud system is available upon consultation.

Setup or migration service is for specific cloud services

No

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

Security services

Security services

Security services

Yes

Security services type

- Security strategy
 - Security risk management
 - Compliance and legal
-

Training

Training

Training service provided

Yes

How the training service works

Training can be provided upon additional request in how to utilise the managed GIS Enterprise systems from an end-user perspective for application creation, data upload and management.

Training is tied to specific services

Yes

Services the training service works with

ESRI ArcGIS Enterprise, FME and open-source

Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

Hosting or software provided by a third-party organisation

How the support service works

Ongoing support is provided as part of our service offering. This would include maintenance and enhancements depending on the agreement and the priorities of the customer.

Service scope

Service constraints

SLA available upon request

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a response time of 48 hours

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

Support can be provided at various levels depending on the solutions and the customer requirements. Support levels can range from a basic feedback form to a full helpdesk facility with 365 day coverage depending on the SLA.

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

01/01/2024

What the ISO/IEC 27001 doesn't cover

ISO certification is location, staff and corporate application specific, covering in-house developed applications, meaning depending upon client need (for example, developing on client hardware) we may require client certification, or additional discussions.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

No

Social Value

Social Value

Social Value

- Fighting climate change
- Equal opportunity
- Wellbeing

Fighting climate change

Climate change is our generation's greatest challenge and opportunity. Climate response accelerator is one of the three pillars in Jacobs global business strategy, focused on enabling end-to-end solutions that we co-create with our clients in energy transition, decarbonisation, adaptation & resilience and natural resource stewardship. Jacobs achieved its previous climate commitments in 2020, becoming carbon neutral for its operations and business travel and adopting 100% low-carbon electricity. In 2022, we further committed to ensuring every project becomes a climate response opportunity, to achieving net-zero greenhouse gas emissions across the value chain by 2040, and to maintaining carbon neutrality status and 100% low-carbon electricity for operations.

Equal opportunity

Jacobs prides itself on being an inclusive place for all to work and makes conscious efforts to increase diversity and inclusion through our inclusion and diversity programme TogetherBeyond. Our employee networks are central to our approach which has been recognised by The Times as a Top 50 Employer for Gender Equality and Stonewall as no. 6 in the Top Employers for LGBTQIA+ people. An example employee network is the ACE network, which sits at the heart of Jacobs drive to make Jacobs a fantastic place to work for disabled employees. They provide information, resources, and networking opportunities regarding physical, mobility and cognitive disabilities to disabled staff and to staff who provide caregiving services. Jacobs have also achieved a top score in the 2021 Disability Equality Index (DEI), a national benchmarking tool on corporate policies and practices related to disability inclusion and workplace equality. Our range of other fantastic employee networks help represent those who may otherwise feel a lack of representation in the workplace and encourage discussion on relevant topics to tackle issues around workforce inequality. These include networks covering disability support, Latino talent, Black talent, LGBTQIA+ talent, army veterans and a women network, as well as the OneWorld network, which aims to be an inclusive environment that actively nurtures and supports our diverse employees and clients across all ethnicities and cultures.

Wellbeing

Jacobs values the wellbeing of not just employees on their projects, but everyone worldwide. In this regard, Jacobs and mental health professionals have teamed up to develop a free mental health check-In tool called 'One Million Lives' to help users assess their current state of mind and provide suggestions for growth. It also offers resources if someone needs more urgent help at the time of accessing the platform. It can be difficult to understand the many factors that contribute to overall mental health and to this tool allows a history of check-ins to be built, to allow users to self-assess mental health over time and identify declining mental health periods.

Pricing

Discount for educational organisations

No