

Interactive Mapping



We specialise in producing interactive mapping website solutions to promote sustainable travel.

Interactive, online maps have huge potential for promoting sustainable travel and making services easy to use and understand.

Our interactive mapping websites can be built to do almost anything you like. For example, we can include layers which can be switched on and off to show different routes, clickable hotspots which link to timetables, real-time information or whatever else you choose, and responsive design so the website will work on a wide range of devices. We can even create a totally bespoke website to perfectly meet your needs.

Our websites can incorporate the following functionality:

- o Pan-able mapping
- o Layers which can be turned on and off (e.g. cycle, bus, walk routes)
- o Multiple map layers showing different scales of mapping
- o Clickable Hotspots (linking to timetables, real-time information, journey planners, external websites)
- o Search functionality
- o Bus / Cycle Route highlighting

Built on a proven framework that has evolved over the last 25 years, our solution now incorporates a responsive design to ensure mapping solutions work across as many devices as possible.

Interactive Mapping

Features	TravelPlanPro	TravelLinks	TravelLinksPro
Browser Compatible	X	X	X
Tablet Compatible	X	X	X
Smartphone Compatible	X	X	X
Panable mapping	X	X	X
Overview Page	X	X	X
Contact Us	X	X	X
About Us	X	X	X
Sitemap			
Custom 404 Error page			
Google Analytics	X	X	X
Google Sitemap	X	X	X
Mapping: Level One	X	X	X
Mapping: Level Two	X	X	X
Mapping: Level Three	X		X
Mapping: Level Four	X		
Mapping: Level Five	X		
Mapping: Level Six			
Mapping: Level Seven			
Mapping: Town Centre Maps	1	3	5
Map Locator	X	X	X
Map Level Zoom		X	X
Scale		X	X
Full Screen Mode	X	X	X
Clickable Hotspots	X	X	X
Max Hotspot Number		100	200
Quick Links: Timetables		X	X
Quick Links: Place Names			X
Quick Links: Schools			X
Quick Links: Hospitals			X
Quick Links: POI			
Search: Area Names			X
Search: Road Names			X
Search: Place Names			X
Search: Timetables			X
Search: Postcodes			X
Rate My Stop		POA	POA
RealTime		POA	POA
Route Highlighting		POA	POA
Switchable level		POA	POA

INTERACTIVE MAPPING

Interactive mapping websites are made up of two key components:

- o The cartographic base
- o The website functionality

CARTOGRAPHY

It's easy to forget that maps are one of the earliest methods of human communication: simplified, visual representations used to pass on information about the surrounding area.

This is what maps have been doing for thousands of years. And we think it should feel effortless. Which is why our trained cartographers take the time to fully understand the context and needs of your end users before using their vast experience and the latest technology to create public transport maps that are as easy as possible to use.

Travel doesn't get much more sustainable than cycling and walking. But people who are travelling under their own steam, whether for fun or to get to work, need specific information. And by ensuring cycling and walking maps are easy to use, you encourage people to leave their cars at home.

We aim to give cyclists and walkers the most relevant information possible, making distances and gradient easy to understand, highlighting the level of difficulty and pointing out crossings, bike parking and cycle shops.

By utilising our experience and knowledge, our map bases are designed these days to work for print and for online solutions.

WEBSITE

Our mapping system sits upon a framework allowing us to deploy with speed and configure to meet the customers requirements.

There are many features that can be implemented as outlined in the functionality matrix above.

The websites can also be branded to match existing guidelines and meets the latest in accessibility levels.

REPORTING

A new Google user account will be created with access to Google Analytics.

HELP

A full documentation (PDF) will be provided covering all the functionalities/features/tools.

SETUP AND TRAINING

As such, there is no real training required.

FINAL ACCEPTANCE TESTING

- o UAT Environment Validation - Validation of connectivity and expected results in the test environment for each end user participating in testing.
- o Test Case Execution - Completion of all test scripts by test team.

- o Defect Tracking - Defects will be entered and tracked via spreadsheet by the Business Analyst and/or Project Manager. Each entry will include detailed information about each defect.
- o UAT Touch Point - Regularly scheduled meeting to evaluate UAT progress and outstanding defects.
- o UAT Sign-Off - Formal sign-off indicating the system satisfies the needs of the business as specified in the functional requirements and provides confidence in its use.

SUPPORT AND MAINTENANCE

Pindar Creative offers technical support to customers through email and telephone. We operate this facility during standard business hours (09:00 to 17:30, Monday to Friday). We will cover issues with data issues, hosting problems, code errors and bug fixes.

Functionality enhancements and upgrades are not covered by our technical support, unless specifically requested, and will instead be quoted on an individual basis. For clarification: - we regret that we cannot formally offer technical support on modifications to the system that were not made by us.

How to Request Support

1. via helpdesk at <http://helpdesk.pindarcreative.co.uk>.
2. via the support helpline on 01296 390100 and ask for web support team.

SERVICE LEVELS

System performance – we can ensure that the mapping functionality will perform sufficiently quickly for it to be used without having to wait for screen refreshes, etc.

Response times for issues - any issue will be treated with a different priority based on:

- o High - immediately
- o Normal - within 7 hours
- o Low - within 24 hours

Maintenance will be carried out once a month outside of office hours, usually between 7am – 9am.

SECURITY

Pindar Creative will implement, maintain and comply with a written information security program at all times ("Information Security Program"), which will include policies, procedures and technical and physical controls, as well as the security measures established herein:

- o To ensure the security, availability, integrity and/or confidentiality of Supplier Systems.
- o Identify and protect against potential threats or hazards to Supplier Systems
- o To protect against unauthorized access to or use of, alteration of and/or destruction of Supplier Systems
- o To ensure that Customer is notified as required herein in the event of an Information Security Incident

On-boarding and Off-boarding

We offer full on-boarding sessions with training on the platform, as required. We also provide extensive service documentation, from quick start for 'users' through to technical documentation for administrators, to suit users of all levels.

Documentation formats

PDF

End-of-contract data extraction

We have a full off-boarding process for the purposes of handing over data and other assets at the end of a contract. Pindar Creative provides data export as a flat file for customers to access.

End-of-contract process

We have a full off-boarding process for the purposes of handing over data and other assets at the end of a contract, as well as closing off the contract formally and ensuring that all contractual requirements have been met in relation to the closure of work. This is managed by the terms negotiated on the T&C's depending on each agreement.

Data importing and exporting

Only data to import is Point of Interest data used to populate the info pop-ups on the screen. An Excel template will be supplied.

Users unable to export any data.