

1. Service Overview

OTISS is a secure, web-based survey and management system designed specifically for local authorities, arboricultural consultants and contractors and estate managers.

It streamlines the lifecycle of tree safety inspections, BS5837 surveys, and outdoor asset management (e.g., playground equipment, street furniture, and footpaths).

2. Service Features

- **Mobile Field Data Collection:** Native Android application for offline surveying with automatic synchronization to the cloud.
- **Customizable Survey Forms:** Tailored data entry fields for Tree Safety, BS5837, and general asset inspections.
- **Ordnance Survey Integration:** Seamless use of OS MasterMap and high-resolution aerial photography as base layers.
- **Photo & Markup Tools:** Capture photos in the field and add coloured annotations directly within the survey record.
- **Automated Reporting:** Instant generation of PDF and Excel reports, including prioritized work schedules and risk assessments.
- **GIS Capability:** View and edit spatial data using an intuitive web-based map interface.
- **Multi-User Collaboration:** Role-based access for surveyors, contractors and office staff to view and manage data simultaneously.
- **Asset Lifecycle Tracking:** Full history of inspections and maintenance tasks for every individual asset.

3. Service Benefits

- **Increased Efficiency:** Reduces on-site survey time by up to 40% compared to paper-based or manual GIS methods.
- **Compliance & Risk Mitigation:** Ensures a robust audit trail for health and safety obligations (e.g., Tree Safety duty of care).
- **No Specialist IT Skills Required:** Designed for ease of use by arborists and land managers without CAD or GIS training.
- **Data Accuracy:** Drop-down menus and pick-lists (e.g., species lists) minimize data entry errors.
- **Professional Outputs:** High-quality, client-ready maps and tables easily generated.
- **Offline Functionality:** Work in remote areas without a mobile signal; data syncs automatically once back in range.



4. Technical Requirements

- **Web Portal:** Accessible via any modern browser (Chrome, Edge, Firefox, Safari).
- **Mobile App:** Compatible with Android devices (v8.0 and above).
- **Connectivity:** Internet connection required for syncing data; offline mode supported for field data collection.

5. Onboarding and Offboarding

- **Onboarding:** Pear Technology provides configuration support, initial data imports (e.g., existing tree registers), and remote training sessions.
- **Offboarding:** Users can export their data at any time in standard formats including CSV, Shapefile (SHP), and dxf at no extra cost.

6. Service Constraints & Support

- **Maintenance Windows:** Scheduled outside of standard UK business hours (usually 10 PM – 4 AM).
- **Support Hours:** 09:00 – 17:00, Monday to Friday (excluding public holidays).
- **Support Channels:** Telephone, email, and online knowledge base.
- **SLA:** 99.9% uptime target for the web portal.

7. Security and Data Protection

- **Data Hosting:** All data is hosted in UK-based data centres (OVH Cloud servers).
- **Compliance:** Pear Technology aligns with Cyber Essentials requirements (certification pending) and GDPR data processing standards.