



ECOSPATIAL SOLUTIONS LTD. G-CLOUD 15 CLOUD SUPPORT

Bespoke GIS training Service Definition Document



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1 About EcoSpatial Solutions

EcoSpatial Solutions Ltd. is a UK-based environmental GIS consultancy specialising in the design, implementation, and optimisation of spatial data systems for the public sector. Founded with the purpose of improving the quality, accessibility, and intelligence of environmental and land-related data, EcoSpatial brings together deep technical expertise in ESRI technologies with a strong understanding of UK environmental legislation, biodiversity policy, and digital transformation needs across government and infrastructure sectors.

We are an ESRI Bronze Partner with established capability in ArcGIS Online, ArcGIS Enterprise, Experience Builder, Field Maps, Survey123, and enterprise geodatabase design. Our work spans end-to-end cloud GIS delivery, from data discovery and readiness assessment through to system architecture, application development, analytics, reporting dashboards, and long-term support.

Our consultancy model emphasises:

- **Data quality and governance:** ensuring that environmental, estates, and operational datasets are structured, validated, and maintained to support auditability, regulation, and long-term value.
- **Cloud-first architecture:** helping organisations get the fullest value from ArcGIS Online or ArcGIS Enterprise through scalable, secure, and user-friendly GIS solutions.
- **End-user accessibility:** creating intuitive applications, dashboards, and workflows that allow non-GIS specialists to explore, update, and act on spatial information confidently.
- **BNG and nature recovery expertise:** providing sector-leading capability in BNG data optimisation, habitat baselining, condition assessments, survey systems, and metric calculations.
- **Training and capability building:** empowering internal teams to maintain, grow, and leverage their spatial data systems independently.

EcoSpatial works with clients across utilities, local authorities, national agencies, charities, estates teams, and infrastructure owners, supporting both strategic and operational decision-making. We bring a strong track record in implementing geospatial systems that improve environmental compliance, streamline data workflows, reduce risk, and support nature recovery objectives.

Our valued clients



Partnerships



2 The Service

2.1 Service Overview

EcoSpatial provides tailored GIS training packages designed to build confidence, capability, and long-term self-sufficiency within your organisation. We ensure that both specialist and non-specialist users can effectively maintain, administer, and operate your GIS environment.

Training is available in person, virtually, or through materials such as written guidance and recorded video modules.

Our approach ensures that learning is practical, accessible, and aligned to your organisation's data, workflows, and strategic goals.

2.2 Service Scope

EcoSpatial offers a comprehensive suite of training options to support teams at all levels:

Introductory GIS Training (Non-GIS Users)

Ideal for staff who interact with maps and data but have limited technical background.

Capabilities

- Understanding spatial data, layers, attributes, and symbology
- Navigating maps, filtering data, and performing basic queries
- Introduction to ArcGIS web applications and dashboards
- Hands-on exercises using your organisation's datasets
- Best practices for map interpretation and data accuracy

ArcGIS Online / ArcGIS Enterprise Administration Training

Focused on building operational confidence in managing cloud-based GIS environments.

Capabilities

- User, group, and role management
- Item permissions and data sharing controls
- Publishing and managing web layers
- Best practices for content organisation and governance
- Introduction to ArcGIS Enterprise architecture (if applicable)

BNG-Specific Workflow Training

Tailored to environmental teams, ecologists, and planners.

Capabilities

- UKHab Official training (resell)
- Managing BNG baseline, post-intervention, and monitoring datasets
- Using GIS to support metric calculations and reporting
- QA/QC practices for ecological data
- Integrating field captured data into BNG workflows

Written Technical Documentation

Clear, concise, user-friendly documentation tailored to your GIS environment.

Capabilities

- Step-by-step user guides for applications and workflows
- Administrator manuals and governance guidance
- SOPs (Standard Operating Procedures) for data entry, editing, QA, and publishing
- Troubleshooting guides and best practice recommendations

Recorded Video Guides

Reusable training assets supporting ongoing learning.

Capabilities

- Screen-recorded tutorials with narration
- Workflow demonstrations aligned to client datasets
- Short “how-to” clips for specific tools or tasks

In-Person or Virtual Workshops

Hands-on, interactive training sessions tailored to specific departments or use cases.

Capabilities

- Small-group or full-team workshops
- Live demonstrations and exercises
- Scenario-based problem solving
- Q&A clinics for real-world datasets and challenges

2.3 Training Approach

EcoSpatial follows a structured training methodology:

Needs Assessment

- Consultation with stakeholders
- Review of existing capability and workflows
- Identification of training requirements and gaps

Course Design

- Customised programmes based on datasets, tools, and user roles
- Options for short sessions, multi-day courses, or modular packages

Delivery

- Flexible delivery models (on-site, remote, hybrid)
- Interactive sessions with practical exercises
- Optional follow-up support for reinforcement

Knowledge Transfer

- Documentation, videos, and reusable materials
- Train-the-trainer support to embed capability internally

2.4 Service Outputs

Depending on your package, deliverables may include:

- Customised training agenda and curriculum
- Presentation materials and slide decks
- User guides and technical documentation
- Recorded training videos
- Workshop recordings (virtual sessions)
- Post-training support and competency checklists

2.5 Service Features

- Introductory GIS training for non-GIS users
- Train-the-trainer capability programmes
- BNG-specific workflow training
- Written technical documentation

- Recorded video learning guides
- In-person or virtual instructor-led workshops
- Role-based training tailored to organisational needs
- ESRI best-practice governance and workflow training

2.6 Service Benefits

- Builds long term internal GIS capability
- Reduces dependency on external GIS specialists
- Ensures consistent, accurate data management across teams
- Improves confidence in using ArcGIS Online/Enterprise tools
- Supports efficient BNG and environmental workflows
- Strengthens governance and compliance through better understanding
- Accelerates onboarding of new staff into GIS roles
- Enhances productivity with clear, repeatable processes
- Improves cross departmental collaboration using shared GIS skills
- Increases organisational resilience in managing spatial data

3 Support

3.1 Cloud hosting service support

We will support you with upkeep and maintenance post implementation as set out in the project scope. Our team can assist with operational support and troubleshooting as required, as well as including ESRI technical support in the case of software-specific faults.

3.2 Email support

We provide email support with a response target of 4 hours if within office hours, otherwise the next working day– response within 1 working day if on weekend or bank holiday. Support may be continued via phone or web chat is suitable, however, support requests must first be made via email. This single tier of support is a consistent standard across our clients. The client has direct contact with the principal consultant on their project, giving clear and direct results. The support package is included in our day rate.

4 Social Value

EcoSpatial is committed to delivering high-quality cloud GIS services while generating broader social, economic, and environmental benefits aligned with the UK Government's Social Value Model. Our approach focuses on creating measurable, contract-specific

contributions across four core areas that align strongly with both the original Social Value Model themes and the updated government missions under PPN 002.

4.1. Climate Action & Environmental Sustainability

As an environmental GIS consultancy, EcoSpatial is uniquely positioned to help public sector clients achieve climate-positive outcomes. We embed sustainability into our technical delivery by enabling data-driven carbon reduction, supporting biodiversity initiatives, and providing geospatial evidence for nature-based solutions.

4.2. Economic Growth, Digital Skills & SME Support

EcoSpatial contributes to economic resilience by supporting the growth of digital skills in the public sector and local communities. Through GIS and Python training, mentoring, and strategic use of SME subcontractors, we strengthen local supply chains and improve digital capability.

4.3. Equality, Diversity & Inclusive Opportunity

We are committed to fair, inclusive, and accessible working practices. EcoSpatial promotes equitable recruitment, flexible working, and opportunities for individuals from underrepresented groups to enter or progress within the geospatial profession.

4.4. Wellbeing, Community Engagement & Responsible Delivery

EcoSpatial strengthens local communities and improves wellbeing by offering volunteered geospatial expertise to environmental and civil society groups. Internally, we uphold modern, healthy working practices that support mental wellbeing, flexible work, and high-quality work–life balance.