



Service Description

Lemur Platform Service

G-Cloud 15 Framework
Cloud Software Services

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1 OVERVIEW

1.1 OVERVIEW OF GIS CAPABILITIES

TRC Companies Ltd. (TRC) is the UK subsidiary of TRC Companies Inc, a large global, privately held geospatial solution provider. We are one of a few integrators to hold Platinum status in the Esri Partner Network. TRC has more than 30 years of experience in the delivery of geospatial projects.

Thanks to increased data accessibility and affordability, the geospatial industry today has reached an inflection point, with newer technology reaching mainstream adoption worldwide. TRC is expanding our services and products to address this massive uptake in usage across business and consumer applications, putting location intelligence at the heart of enterprise systems.

Location intelligence will help address many of the world's most pressing problems, and we aspire to lead the future of location in this new era. We embrace the many possibilities of proprietary and open-source software; remain committed to leading traditional spatial industries; and embrace the opportunity to serve emerging markets with new solutions. In all cases, we dedicate ourselves to increased product and service innovation. Many of our clients are already seeing the benefits of augmenting their applications with location intelligence across a range of systems from programme management to field services.

We are committed to delivering solutions built on “everything location”.

TRC has consulted with hundreds of worldwide organisations to establish spatial data standards and help organisations create their spatial platforms. From basic needs analysis to enterprise GIS and system integration, TRC has significant experience in many spatial related technologies including spatial data translation and management, surveying, remote sensing, aerial mapping, 3D CAD modelling and mobile systems, and has extended these technologies with our spatial application development capabilities.

TRC has experience across a wide range of GIS platforms from vendors including Esri, GeoCortex, Autodesk, MapInfo, Bentley, GE Smallworld, Cadcorp, Safe FME, Microsoft and Google. TRC also has experience implementing many open-source GIS solutions.

1.2 PURPOSE OF THIS DOCUMENT

This document defines:

- The Lemur Platform service
- The delivery approach
- The ordering process
- The on boarding and off boarding process

2 LEMUR PLATFORM SERVICE

2.1 LEMUR PLATFORM INTRODUCTION

Lemur is purpose built to work offline, so staff can perform remote duties regardless of cell coverage. By delivering an intuitive, robust geospatial toolset, Lemur reduces time wasted finding information, improves safety, and increases field efficiency.

Customers expect Lemur to:

- Perform in both online and offline environments
- Accelerate as-built record times
- Capture and correct data in the field
- Reduce errors in performing and recording work
- Increase compliance and adoption with minimal training

TRC's Lemur Platform Service provides mobile workers with the ability to view and create GIS data on mobile or Windows desktop/laptop devices, whether connected to the Internet or not. Lemur uses native Esri APIs, storage formats and transports to provide a reliable, scalable solution that makes use of your existing ArcGIS implementation and ensures consistency between the field and mobile workers. Lemur's pre-built connectors to popular field service applications, (e.g. Salesforce Field Service, SAP Service and Asset Manager, SAP Field Service Manager, Oracle Fusion Field Service) provide field workers with a tightly integrated workflow with the best of breed work management and GIS apps.

The service generally consists of three components:

- **Lemur Hub** – a multi-tenant Software as a Service
- **Lemur Pro** – a modern, offline-ready mobile app for field workers
- **Lemur Admin** - administrative interface for managing user configurations, caches, edits, and permissions

2.2 LEMUR HUB

Lemur Hub is a multi-tenant Software as a Service hosted by TRC in Microsoft Azure. It is the foundation of every Lemur implementation.

Lemur Hub performs four essential functions to support secure deployments at scales of more than 5,000 field workers working online or offline. Administrators connect to Lemur Hub using Lemur Admin Pro to configure and manage the Lemur Platform.

- **GIS data pre-caching** – Request, store, and automatically update pre-defined extracts of GIS data by geography and layer or sets of layers. Pre-caching increases scalability by minimizing processing burden on ArcGIS servers and reduces mobile download times by having data pre-prepared as simple files. Change detection and distribution of changes helps further reduce mobile download times.
- **App configuration management** – Administrators connect to Lemur Hub to define one or more apps within their tenant. For example, one configuration may support transformer inspection while another is used by vegetation management crews. Configurations are

assigned to users based on their user group, and by the registration link they are provided by the administrator.

- **Security and troubleshooting** – Administrators can review administrative logs, and user-submitted mobile app logs stored in the customer's instance of Lemur Hub.
- **Security management** – Registration configurations, called Lemur Pro Configuration links, are setup to configure what Identity Provider is used and what configurations are available to members of each security group.

2.3 LEMUR PRO MOBILE APP

The Lemur Pro mobile app provides field workers with a geospatial common operating picture. Users can view diverse data together including assets, work, environmental, and their own location. They initiate action on any of those elements with Lemur Pro Actions. This common operating picture allows them to:

- Locate correct assets quickly
- Understand asset connectivity and interdependence
- Look up asset characteristics
- Record work and defect locations

The Lemur Pro mobile is how all mobile workers experience the Lemur Platform. Users download the app or have it distributed to them through Mobile Device Management. After opening a registration link, Lemur Pro automatically acquires the necessary data and application functionality for the user's role(s).

- **Automatically cache GIS data for offline use** – Data required for offline use is downloaded in accordance with the configuration they are assigned by administrators. Administrators may set data to be required, optional or deferrable, and manage freshness requirements to ensure safe working conditions and compliance to company policy.
- **View selected GIS data** – GIS layers may be selected or deselected in a layer picker that is highly configurable to be optimally ordered. Default visibility is set by administrators, and visibility state is preserved when the app is restarted.
- **View non-GIS data on the map** – A geospatial dashboard is created by loading data from other applications, including work management and field service applications. This allows work orders, GIS data, and other relevant information to be viewed together (regardless of network connection). Lemur Pro
- **Search and filter GIS and non-GIS data** – Lemur provides powerful and highly-configurable searching and filtering to help users locate assets and other information quickly
- **Create, edit, redline, and sketch GIS data** – Users can quickly create clear as-built drawings that improve enterprise data quality in addition to safety and efficiency in the field. Pre-configured palettes of features help users quickly find the right asset types to draw, and consistently use standard markup styles that speed back office processes for using the collected field data.

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- **Run fully-integrated workflows** – Using Lemur connectors to partner applications, users can initiate a work order in another app, open it in Lemur, perform spatial tasks using tools selected specifically for that work type, then return data to the originating app. This is accomplished without any manual app switching, and without the need for internet connection.

2.3.1 SUPPORTED PLATFORMS

Lemur Pro is supported for use on Windows, iOS, and Android*. Details for minimum device specifications are provided below. Higher specifications may be recommended for more demanding use cases. Please note that minimum specifications are increased annually as new versions of mobile operating systems are released and support for older devices concludes.

- Windows 10 with May 2019 update (version 1903) or newer version
 - 4 GB RAM
 - 10 GB free storage
- iPadOS / iPhoneOS – current version or one previous
 - Apple A10 processor or newer
 - 2 GB RAM
 - 5 GB free storage
- Android 10 – current version or one previous
 - 2 GB RAM
 - 5 GB free storage

2.4 LEMUR PARTNER APPLICATIONS

TRC partners with elite Field Service application providers to deliver elite GIS capabilities that complement their field service apps. No application in the market today provides both the sophistication in work management required for many asset-centric business and also the excellence in GIS data management and tools needed while offline in the field. Lemur and its partner applications deliver a powerful and tightly integrated experience to users that flows naturally between the apps, transferring data and context while using each app to deliver an excellent user experience in its area of specialisation. Many pre-built connectors exist and TRC have experience partnering with many organisations, including the following popular applications.

- Salesforce Field Service
- SAP Service and Asset Manager
- SAP Field Service Management
- Oracle Fusion Field Service
- Mirata

2.5 DELIVERY APPROACH

Upon signing, TRC will provision a Lemur Hub tenant dedicated to your organisation and initiate the onboarding process described below.

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All Lemur implementation is accomplished with configuration, not coding. This assures you of forward-compatibility and insulation of your solution from changes to Esri and other APIs used – TRC manages those to ensure your configuration continues to work.

If customisations seem required for your usage of Lemur Pro, TRC will work with your organization to understand the requirements. If the desired functionality is aligned with the Lemur product roadmap, TRC may implement the functionality in a coming release that is aligned with your delivery schedule, or propose a feature acceleration fee that nominally compensates TRC for the opportunity cost of not building other features previously planned and prioritized on the Lemur roadmap.

2.6 UPGRADES

Major versions of Lemur are released approximately twice per year – once in summer and once in winter. TRC does not force customers to upgrade Lemur Hub when major versions are released. TRC accommodates reasonable amounts of time for customers to upgrade and regression test their implementation on new versions while continuing to run the old version in production.

The Lemur Pro app is backward-compatible with at least the previous three major releases of Lemur Hub. Public stores (e.g. Apple App Store) are updated with the latest major version of the mobile app not less than 4 weeks after official release. To accommodate regression testing prior to user-driven installation of new major versions of the client.

3 ORDERING PROCESS

For each project we will create a specific Order Form which will be signed off by both the client organisation and TRC. The Order Form will include details of subscription term starting and ending dates, user count, pricing for each term, and other relevant terms including billing terms.

We will commence the engagement according to the schedule once we have a valid purchase order.

4 ONBOARDING AND OFF-BOARDING SUPPORT

Our service includes provisions for both onboarding and off-boarding.

TRC will appoint an Account Manager who will put in place and agree the appropriate onboarding plan prior to commencing the service:

- A solution architect will meet with your team to understand your planned usage and provide a scope of work for implementation service.
- An administrative account will be provided to you along with administrative account access specific to your tenant.
- A project implementation plan will be put in place and agreed, including configuration and testing services
- A training strategy is established for training services

Our Exit / Transition plan will also be established and agreed at the start of the engagement.

- Customer tenant will remain active but accessible to administrators only for 30 days after termination of agreement. Customer tenant will be completely and irreversibly deleted and decommissioned 30 days after termination. (No return of data is necessary because the Lemur Platform stores only caches of data for which customers have the system of record otherwise available to them)

5 COMMERCIALS

5.1 PRICING

Pricing for our Lemur Platform Software as a Service (SaaS) can be found in our Pricing Document on the Digital Marketplace.

Daily rates for our Lemur Platform Implementation Service can be found in our SFIA consulting services rate card on the Digital Marketplace.

Quotations against specific requirements or for specified packages of work can be provided on request. Fixed Price options are also available.

5.2 TERMS OF SERVICE

Terms and conditions for Lemur Platform service can be found in our Lemur Platform Services Agreement on the Digital Marketplace.

Our base service does not normally include service credits.

Customers are required to obtain ArcGIS licensing for each user, typically a Contributor User Type. Customers on ArcGIS Enterprise version 11.3 or above using the Esri Utility Network may require additional licensing from Esri or their local distributor.

The termination for buyers and sellers is negotiable and dependent on service component purchased and the length of the contract.

END OF DOCUMENT