GBS
Smarter
Location
Intelligence

Support
GIS Managed Services

Make GBS your Enterprise GIS System Administrator and take advantage of our expertise to reduce your risks and lower your costs.

As part of the GBS Support Programme (GSP) GBS offers GIS Managed Services (GMS), aimed at proactively analysing, monitoring, and reporting on the health and security of your GIS Environment.

By using GBS to manage your Enterprise GIS System, you can:

- Reduce downtime – Proactive analysis of the current state of the system and its host environment means that issues can be identified and addressed before they become problems.
- Control costs – A fixed monthly fee means maintenance costs are known upfront.
- Increase efficiency – Free your GIS staff to produce quality GIS products for your business. There's no longer a need to have rare and expensive Enterprise GIS Administration skills in house.
- Collect and use data – Weekly metrics and reports that can be used to build up a picture of your current GIS System use, and to plan for the future.

Observing

Measuring

- We deploy a purpose-built agent into your environment to securely gather information about:
  - Licenses
  - Patches
  - Certificates
  - Service utilisation and performance
  - Machine resources and more

Monitoring

- Alerts via GIS monitoring software (e.g. ArcGIS Monitor or Qonda), allow us to respond in near real-time and address issues immediately

Reporting

- Weekly reports and dashboards highlighting the state of your GIS
- A GBS Technician will identify issues and recommended actions

Administering

Backups

- We set up (if necessary) and verify that backups of Portal for ArcGIS, ArcGIS Server, ArcGIS Data Store and your Enterprise Geodatabases are being taken as expected

Patching

- We apply the latest security and product patches to your Enterprise GIS to help ensure the health and security of your system

Security

- We run scans of Portal for ArcGIS and ArcGIS Server to ensure they are configured to best practices

Licensing

- We manage and maintain licenses to ensure users of your GIS Enterprise always have access to the functions and features of GIS

Performance

- Proactively dealing with performance and utilisation issues

Have peace of mind that your system is being well maintained for performance, reliability and security.

GBS Smarter Location Intelligence

Benefits

- Efficiency
- Savings

Services

- Administer
- Measure
- Monitor
- Report

GIS Managed Services

Summary

10.8.1
ArcGIS Enterprise

✓ Licensing	⚠ Patches	⚠ Server Resources
OK	3 issues	1 issue

⚠ SSL	✓ ArcGIS Server
1 issue	OK

Patches - Security

SERVER.DOMAIN.LOCAL

ArcGIS Data Store	ArcGIS Server	Portal for ArcGIS
✓	⚠ 1	⚠ 2
No issues to report	security patch yet to be applied	security patches yet to be applied
	ArcGIS Server Log4j Patch	*Portal for ArcGIS Log4j Patch* *Portal for ArcGIS Security 2022 Update 1 Patch*

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esri **Partner Network** Gold

esri **ArcGIS System Ready** Specialty

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