



Smarter  
Location  
Intelligence

# Support GBS Support Programme

## Get access to our wealth of expertise to help you manage, maintain and enhance your Esri GIS platform.

Geographic Business Solutions (GBS) operates a dedicated support service that covers Support Services, GIS Managed Services, and Advisory Services, collectively known as the GBS Support Programme (GSP).

The GSP is flexibly structured, from pay-as-you-go, to set monthly fees, or a combination of both. GBS will work with you to design a GSP that is tailored to your organisation's needs.

By engaging in the GBS Support Programme, you can take advantage of:

- Support Services - Utilise GBS' extensive experience in GIS content creation, optimisation, automation and help desk support for day-to-day GIS service requests.
- GIS Managed Services - Make GBS your Enterprise GIS System Administrator to take advantage of our expertise, lower your risk and your costs.
- Advisory Services - Let GBS act as your system architect, application designer or best practices advisor, to get the most out of your GIS system.



## Offering

### Support Services

- We act as BAU (day-to-day) GIS Analysts, helping you to deliver projects and services on time and on budget.
- We provide Help Desk capabilities to support your GIS system and applications.

### GIS Managed Service (GMS)

- We monitor and report on the condition, stability and performance of your system, and advise when something is wrong and how to address it.
- We act as GIS System Administrator, performing backups, applying patching, undertaking security audits and managing licensing.

### Advisory Services

- We advise on your systems architecture and its integration with your wider enterprise.
- We design solutions, applications and processes that deliver on your requirements.
- We advocate best practices for your environment, security, content and workload.

## Supplying

### Initial On-site Engagement

- We work with you to define a programme of work for a given period of time (e.g. over the course of a financial year)
- Subsequently produce a documented Service Plan.

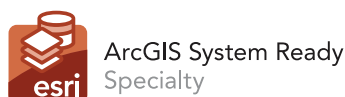
### A dedicated Tech Lead and/or Architect

- To assist you in developing and executing an annual plan

### Quality Project Management and Reporting

- We provide timely updates around:
  - Budget status
  - Project status and outstanding issues
  - Issues registers
  - Weekly GMS reports
  - Monthly activity reports

**Rely on GBS' experience and expertise to ensure your GIS is delivering a high return on your investment**



**Geographic Business Solutions**  
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