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THINKGIS

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AND LOCATION DATA COULD HELP SAVE LIVES AT SEA**



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THE FOUNDATION FOR INNOVATION

Geographic Information Systems (GIS) technology is inspiring people with new ideas and giving them the foundation for innovation, writes Charles Kennelly

I am forever reading that businesses need to innovate because competition is more intense; because customers are more demanding; and because nothing stays the same. Of course, this is right; businesses must constantly evolve to survive. But this isn't the only reason why innovation matters.

Innovation is important because it inspires people.

Simply having an environment in which innovation can occur, and a flexible platform to support innovation, allows people to experiment, to question the way they work and imagine different ways of doing things. They are inspired to look for solutions that other people haven't yet seen and go to places they don't expect to go.

GIS provides precisely this foundation for innovation. In commercial, public sector and not-for-profit organisations throughout the UK, Esri's ArcGIS platform is feeding and supporting people's inspiration. This, in turn, is leading to an upsurge in the creation of innovative apps, services and business processes. Esri UK's cutting-edge work with the RNLI to create a prototype life-saving app, featured on the next page, is a striking example of how the innovative use of GIS technology is changing perceptions of what is possible.

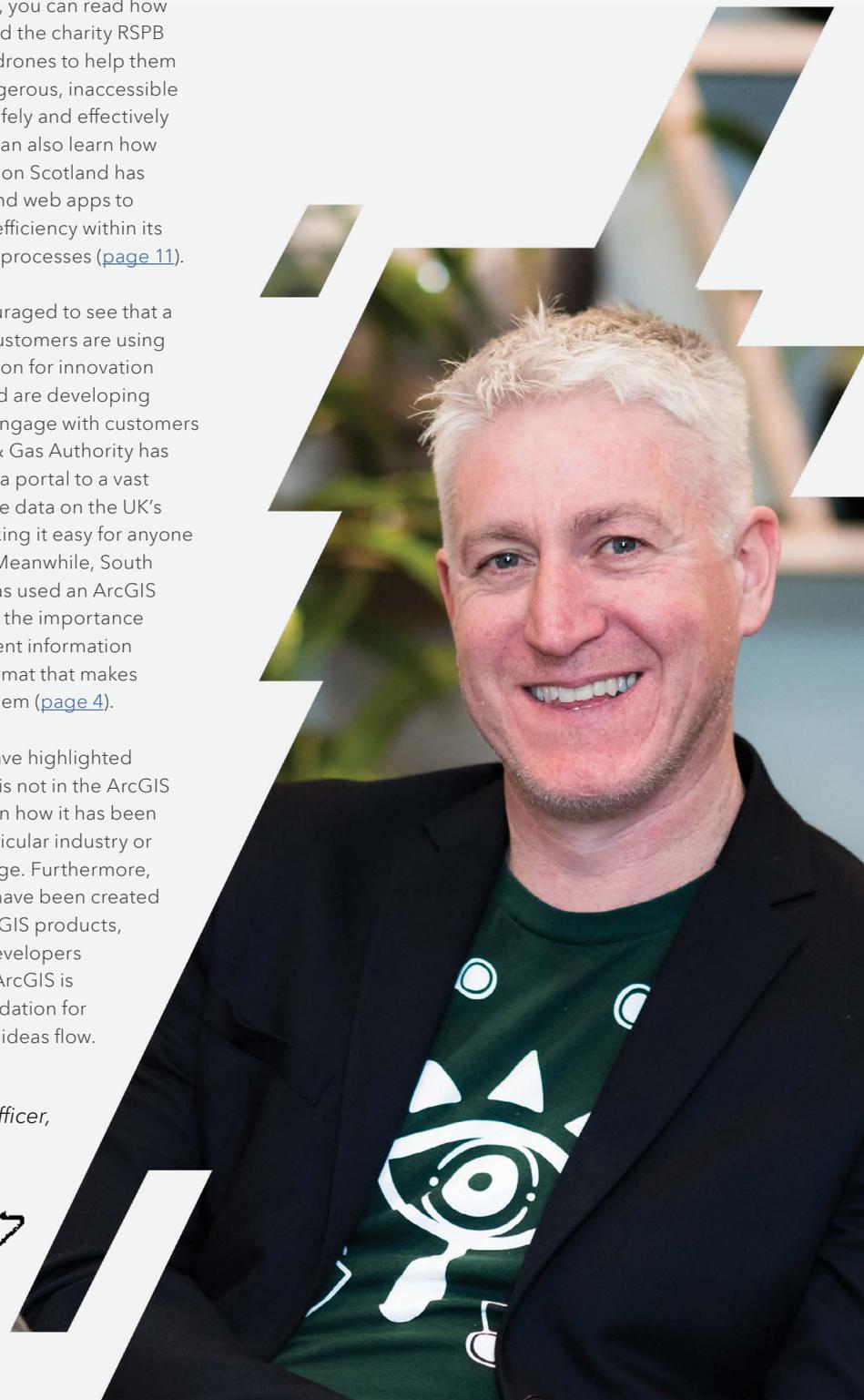
Many organisations have been inspired to use ArcGIS to create innovative solutions that are the first of their kind in specific industries. For example, Esri UK partner Mapman has used ArcGIS to create a very focussed analytical solution for Strutt & Parker that is supporting the development of the British wine industry (see [pages 8-9](#)). Another partner, Geollect, has developed a web app that reduces risks and costs in the maritime industry (see [page 13](#)). Other people have been inspired to create new business solutions that are an

innovation within their own organisations. In the following pages, you can read how the consultancy EIS and the charity RSPB are using ArcGIS and drones to help them complete tasks in dangerous, inaccessible areas, more quickly, safely and effectively ([pages 5 and 6](#)). You can also learn how the Forestry Commission Scotland has used ArcGIS mobile and web apps to dramatically improve efficiency within its building maintenance processes ([page 11](#)).

I am particularly encouraged to see that a large number of our customers are using ArcGIS as the foundation for innovation in communications and are developing creative new ways to engage with customers and citizens. The Oil & Gas Authority has used ArcGIS to create a portal to a vast amount of authoritative data on the UK's Continental Shelf, making it easy for anyone to access it ([page 7](#)). Meanwhile, South Lanarkshire Council has used an ArcGIS Story Map to highlight the importance of air quality and present information to local people in a format that makes the issue relevant to them ([page 4](#)).

In all the examples I have highlighted above, the innovation is not in the ArcGIS technology itself, but in how it has been applied to solve a particular industry or organisational challenge. Furthermore, most of the solutions have been created using off-the-shelf ArcGIS products, proving it is not just developers who have all the fun. ArcGIS is your ready-made foundation for innovation, so let your ideas flow.

Charles Kennelly,
Chief Technology Officer,
Esri UK

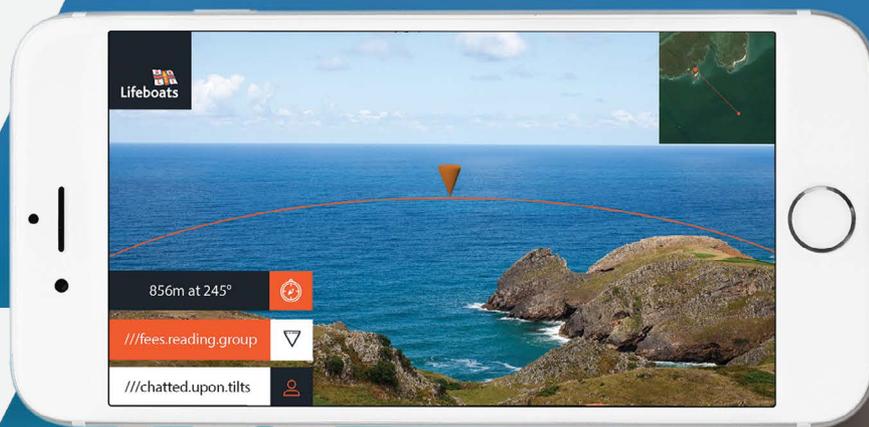
CONCEPT APP SHOWS HOW AUGMENTED REALITY AND LOCATION DATA COULD HELP SAVE LIVES AT SEA

Working in conjunction with the RNLI, Esri UK has developed a concept app that demonstrates how augmented reality and location data can be combined to create potentially lifesaving applications.

[The Royal National Lifeboat Institution](#) (RNLI) collaborates with other organisations to experiment and explore technologies that may help it to achieve its mission to halve the number of accidental coastal deaths by 2024. In a ground-breaking project codenamed 'Lifeline', Esri UK worked with the RNLI's GIS and Innovation Teams to create a prototype app that helps people to accurately describe the location of someone who is in the water and in trouble.

When a member of the public spots a person who may be in distress, he or she can simply open the app, hold up their phone to the horizon - as if taking a photo - and tap on the person or object of interest in the image. The app then displays the casualty's precise location, with a distance and bearing from the user. This information could be sent directly to the RNLI, Coastguard and other emergency services to help in the swift co-ordination of a rescue. In addition, the app displays the geographic position of both user and person in danger via what3words - a simpler way of verbally communicating a location than a series of coordinates.

Project Lifeline is part of Esri UK's research and development programme, which explores how geospatial technologies could be applied in the future. Although the app is not currently available to the public, it is another example of cutting-edge GIS innovation and represents a milestone in Esri UK's ongoing work in this area.



"The Lifeline project clearly demonstrates the exciting role that GIS and augmented reality could play in a whole new generation of lifesaving and accident prevention products and services."

*Will Roberts,
Innovation Manager, RNLI*

SOUTH LANARKSHIRE COUNCIL HIGHLIGHTS THE IMPORTANCE OF CLEAN AIR

A Scottish local authority has created an interactive online Story Map to raise public awareness of air pollution, and encourage citizens to make lifestyle changes to help improve air quality.

South Lanarkshire Council has launched a multi-media campaign to make members of the public more aware of the importance of clean air for healthy lives and wellbeing. Using an interactive Story Map, created with ArcGIS Online, the council is sharing information about air pollutants and drawing attention to the steps people can take to help improve air quality in the areas where they live and work.

Named 'The air that we breathe', the Story Map brings together a vast amount of historical, scientific and local information on air pollution and makes it accessible in a highly visual format, all in the same place, for the first time. Members of the public can find out how air quality has changed in the county over the last century, discover what the key pollutants are today,

learn about the effects of traffic on air quality and see current hot spots for nitrogen dioxide and particulate pollution. The Story Map features fully interactive maps, so people can see if they live in smoke control areas, find park and ride facilities near their commuting routes and gain ideas for how they can "be part of the solution not the pollution".

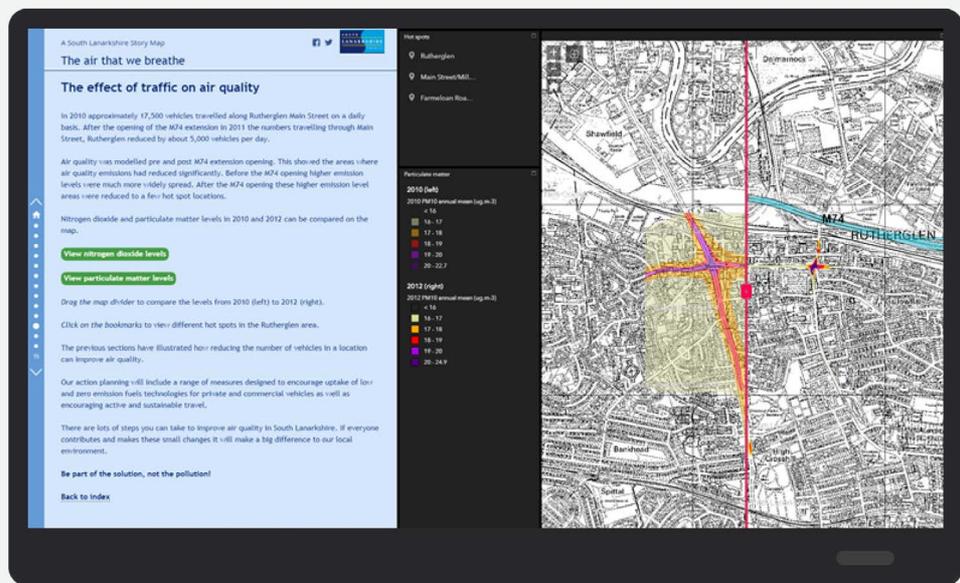
The map was launched to coincide with the UK's second national Clean Air Day on 21st June 2018 and was viewed nearly 900 times in the six weeks following this event, with more than 40% of hits achieved in the first two weeks. The council is now promoting the Story Map to community groups and schools to help it maintain and increase awareness of this important environmental issue throughout 2018 and beyond.

You can find the Story Map here: www.southlanarkshire.gov.uk/airquality

"Our ArcGIS Story Map helps us to communicate the importance of air quality and demonstrates that we can all play our part in protecting and improving the quality of the air that we breathe."

Tom Little,
Head of Communications and Strategy, South Lanarkshire Council

A page from the South Lanarkshire Story Map, showing how the building of a motorway has reduced air pollution in Rutherglen by diverting traffic from the town centre



EIS REDUCES COSTS AND RISKS WITH NEW APPROACH TO COMMERCIAL SURVEYS

The property management and planning consultancy Everything is Somewhere (EIS) is using out-of-the-box ArcGIS tools to advance the use of drones in complex aerial surveys.

“For some tasks, a combination of drones and ArcGIS produces a far better result, far more cost effectively than traditional survey approaches.”

*Jeremy Murfitt,
Managing Director, EIS*

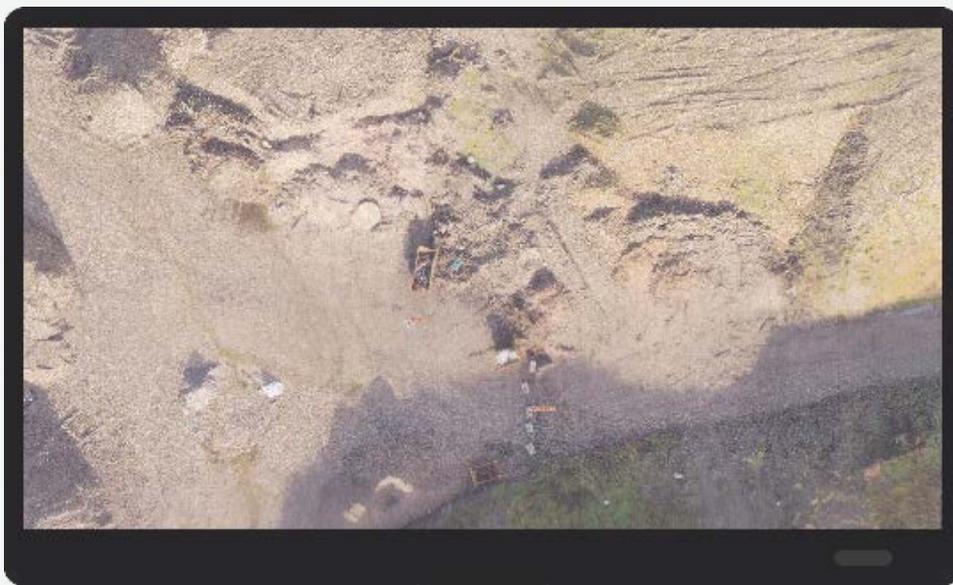
Traditional methods of surveying commercial sites can be time-consuming, costly and even dangerous, particularly when surveyors need to cross land that is steep, traversed with open trenches or covered with potentially dangerous waste. Now, however, EIS is pioneering a new survey method that uses a suite of standard ArcGIS tools, straight out of the box, and drones to make commercial surveys more cost effective and safer.

EIS reduces costs for its clients by using ArcGIS tools on the desktop, on mobile devices and in the cloud to accelerate the entire end-to-end survey process. It relies on ArcGIS to plan the flight paths of drones, correctly place ground markers in the field, process the aerial imagery from the drones, analyse it and share the findings with stakeholders. One of the company's clients in Yorkshire made substantial

cost savings when it paid 66% less than a traditional ground survey for EIS to undertake an aerial survey of its landfill site.

As surveyors spend less time on site and conduct all of the land analysis using ArcGIS, at a desktop, they can also work far more safely. At a dockyard in Wales, EIS was on site for fewer than six hours and the surveyor had no need to access land adjacent to deep water, which removed the client's very valid health and safety concerns. Furthermore, EIS delivered the survey data in just three days, more than eighteen days faster than the dockyard client initially estimated, and was able to supply a higher quality of data.

An orthomosaic model made from 700 images using Esri's Drone2Map



AERIAL DRONE IMAGERY HELPS RSPB PROTECT VULNERABLE SPECIES

At nature reserves across Scotland, the RSPB is transforming the way it manages vital habitats and protects endangered bird species through the analysis of aerial drone imagery.

The [Royal Society for the Protection of Birds](#) (RSPB) is gaining deeper insight into habitat types and breeding patterns in endangered birds by using [Esri's Drone2Map](#) solution to analyse aerial imagery captured by drones. The approach is proving particularly effective in Scotland, where Drone2Map has significantly improved the organisation's understanding of habits and bird colonies at inaccessible sites, such as remote islands and steep cliffs.

The RSPB is able to implement more effective habitat conservation schemes by using Drone2Map to classify and monitor different types of vegetation growth. At the Fetlar Nature Reserve in the Shetland Islands, for example, a site manager completely changed the management of a swampland area, after viewing aerial imagery with ArcGIS and

realising that there was too much open water on the land. Pools of water in the reserve were subsequently filled, creating a far more suitable habitat for the red-necked phalarope.

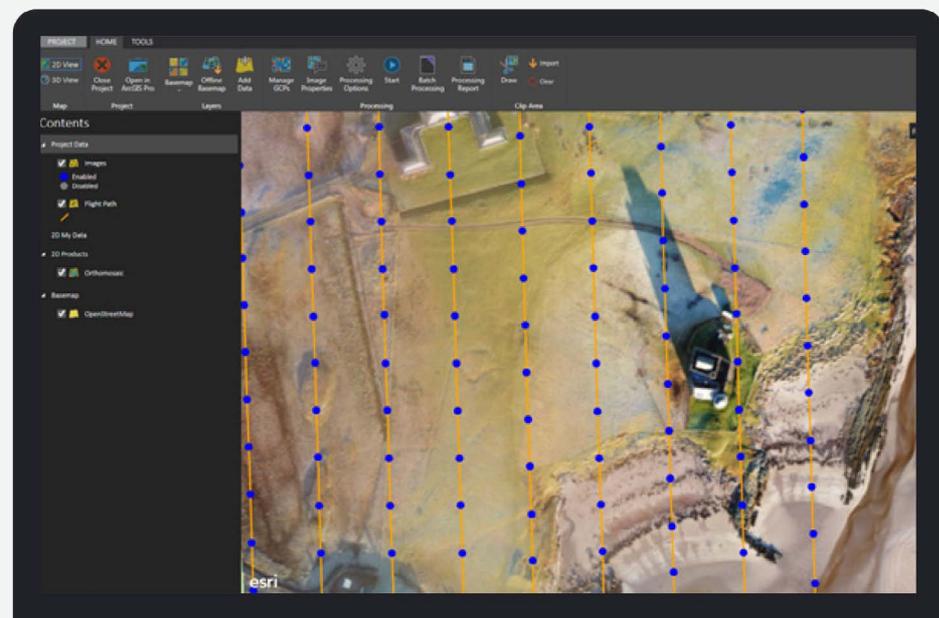
In addition, the RSPB can now undertake more sensitive and cost-effective observations of nesting birds, by using drones to monitor them from a distance without disturbing them. Indeed, the organisation recently used Drone2Map to process imagery of the only known breeding pair of little gulls in the UK, at the Loch of Strathbeg. On steep cliffs south of Aberdeen, where the RSPB used to hire boats to count nesting guillemots from the water, the organisation now uses Drone2Map to count birds more accurately, saving time and money.



“Drone2Map is helping the RSPB to fulfil its objectives for bird conservation. It enables us to improve the management of important nature habitats and monitor population change in some of the UK's most threatened bird species.”

*Adrian Hughes,
Head of GIS Services, RSPB*

*Esri's Drone2Map showing a drone's flight path and imagery from the RSPB Coll reserve on the Isle of Coll, Scotland
Image: © RSPB*



OIL & GAS AUTHORITY PROMOTES UK INVESTMENT OPPORTUNITIES

From its headquarters in Aberdeen, the Oil and Gas Authority has created an ArcGIS Open Data Portal giving companies a single gateway to the information they need to operate or invest in the UK's oil and gas industry.

"The Oil and Gas Authority's Open Data Portal gives organisations a clear insight into where the greatest opportunities exist and provides them with the information they need to make decisions about new oil and gas explorations."

*John Seabourn,
Head of Digital Services,
Oil and Gas Authority*

The [Oil and Gas Authority](#) (OGA) is promoting the UK's oil and gas industry and helping to attract investment to the UK, by making data readily accessible to potential investors via an [Open Data Portal](#). The solution provides a single source of authoritative, relevant data about the UK's oil and gas resources, helping investors and energy companies to make faster, well informed decisions about where to engage in new oil and gas exploration and production activities.

As well as potential investors, the portal is also used by oil and gas companies, service companies, academics, consultants and government bodies, saving all these organisations a significant amount of time. Companies can view data via [online dashboards](#) and web apps, download it in a range of formats or stream it directly into their own systems, eliminating many hours of data preparation and updating. Previously, at the OGA, a cartographer

would have spent one week a month preparing data updates for publication on the organisation's website. Data updates now run automatically, overnight, with no manual intervention required.

Created using off-the-shelf ArcGIS functionality and support from Esri UK's Professional Services group, the portal has been accessed by more than 22,000 unique users since its launch. In a single week in May 2018, there were 1.2 million requests to OGA's ArcGIS Server, clearly demonstrating how successful the OGA's ArcGIS Open Data Portal is in meeting the needs of the industry. This is just the start of OGA's data agenda; with new [Information and Samples Regulations](#) and plans for a [National Data Repository](#), the future of data on the UK Continental Shelf is bright.

*The Oil and Gas Authority's Open Data Portal,
powered by ArcGIS Hub*



STRUTT & PARKER SUPPORTS GROWTH IN THE UK'S WINE INDUSTRY

The land and real-estate agency Strutt & Parker is helping to expand the production of sparkling wine in the South East of England using an ArcGIS solution developed by Mapman.

Recent changes in Britain's climate have created ideal conditions for the production of sparkling wine and led to increased demand for land in South East England suitable for establishing new vineyards. Taking advantage of this opportunity, [Strutt & Parker](#) is now using a pioneering new geospatial analysis tool to provide some of the world's leading wine producers with rapid, statistical evidence of the most suitable sites for their new vineyard developments.

Called FarmView, this innovative solution was developed using [ArcGIS Online](#) by [Mapman](#), one of Esri UK's Start-Up Partners. It gives land agents instant, 24/7 access to data, showing them which parcels of land have the best conditions for grape production, taking into account dozens of factors including soil type, weather conditions and terrain.

Since subscribing to this ArcGIS-based solution, Strutt & Parker has been highly successful in winning new clients and orchestrating land sales for vineyards, particularly in Kent where the organisation calculates that it has made a return of 1,571% on its investment in FarmView. Furthermore, the firm's land agents now work more productively as they have instant access to all the information they need to assess the

suitability of land parcels in a quarter of the time previously required, when they had to manually collate data from multiple sources.

Using FarmView, Strutt & Parker has been able to build up a bank of several thousand acres of land suitable for vineyards, which gives it a clear competitive advantage over other agents who have to search for land parcels on a case by case basis. Critically, Strutt & Parker can now provide a superior level of service for its clients, by quickly guiding them to the optimal land suited for the production of healthy grape crops, and helping them to maximise the success of their investments in the English sparkling wine industry.

“Over the next few years, many new vineyards will appear throughout the Kent countryside and you can be sure that the majority of them will have been identified, in the first instance, using the ArcGIS capabilities in FarmView. This innovative solution has made us far more profitable and given us a strong competitive edge over other land agencies.”

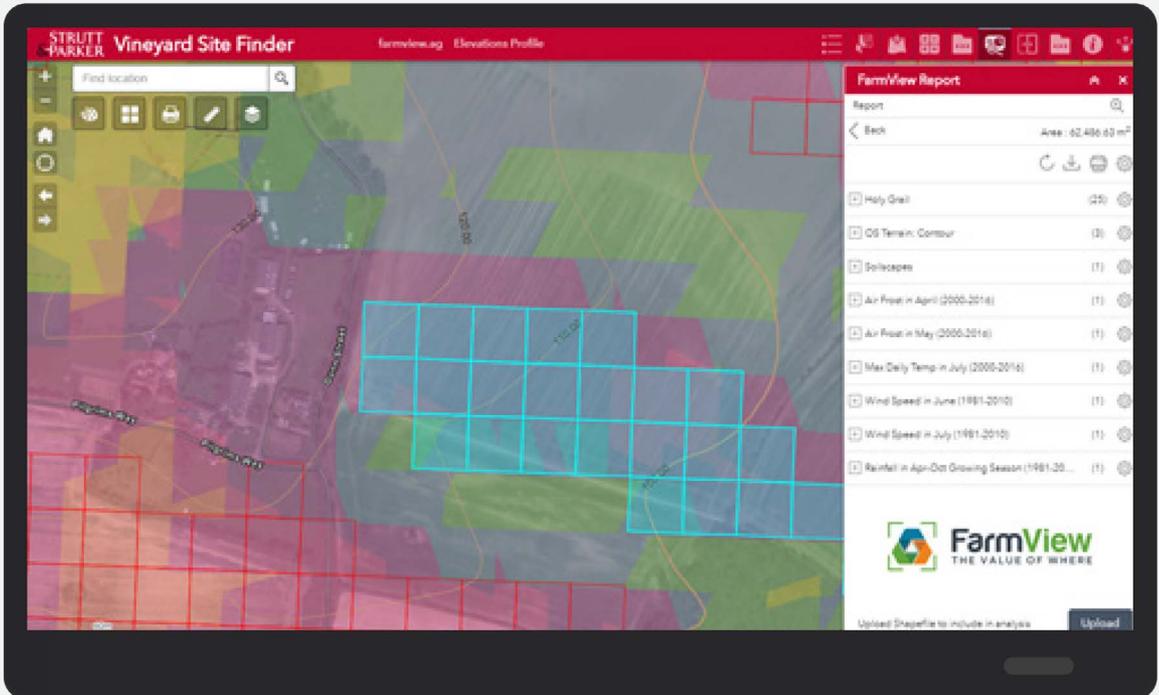
Edward Mansel Lewis, Senior Associate Director, Strutt & Parker



“The ArcGIS platform provides all of the capability required to deliver a data-driven approach to site selection and determine the ‘highest and best use’ of land. It is easy to deploy new applications and share data, plus it is scalable, resilient and has security built in. I wouldn’t have considered building FarmView with any other GIS system.”

Pete Wain, Managing Director, Mapman

FarmView uses the ArcGIS platform to measure and score land suitable for vineyards



BRITISH ARMY TRIALS UNMANNED VEHICLES IN COMBAT SITUATIONS

In an ambitious military exercise to test prototype unmanned aerial and ground vehicles on the battlefield, ArcGIS Online will be used to support collaboration and decision making.

This autumn, the [British Army](#) is conducting a large-scale military exercise called Autonomous Warrior in which it will test robotic and autonomous systems to evaluate their ability to reduce the danger to troops during combat. Esri's [ArcGIS Online](#) solution will be used throughout this exercise, providing a shared information platform to improve situational awareness and dynamic planning.

In addition to the British Army, Autonomous Warrior will involve the Royal Navy, Royal Air Force, US Army, MOD, the Defence, Science and Technology Laboratory and around 50 industry organisations. ArcGIS will aid collaboration between all these

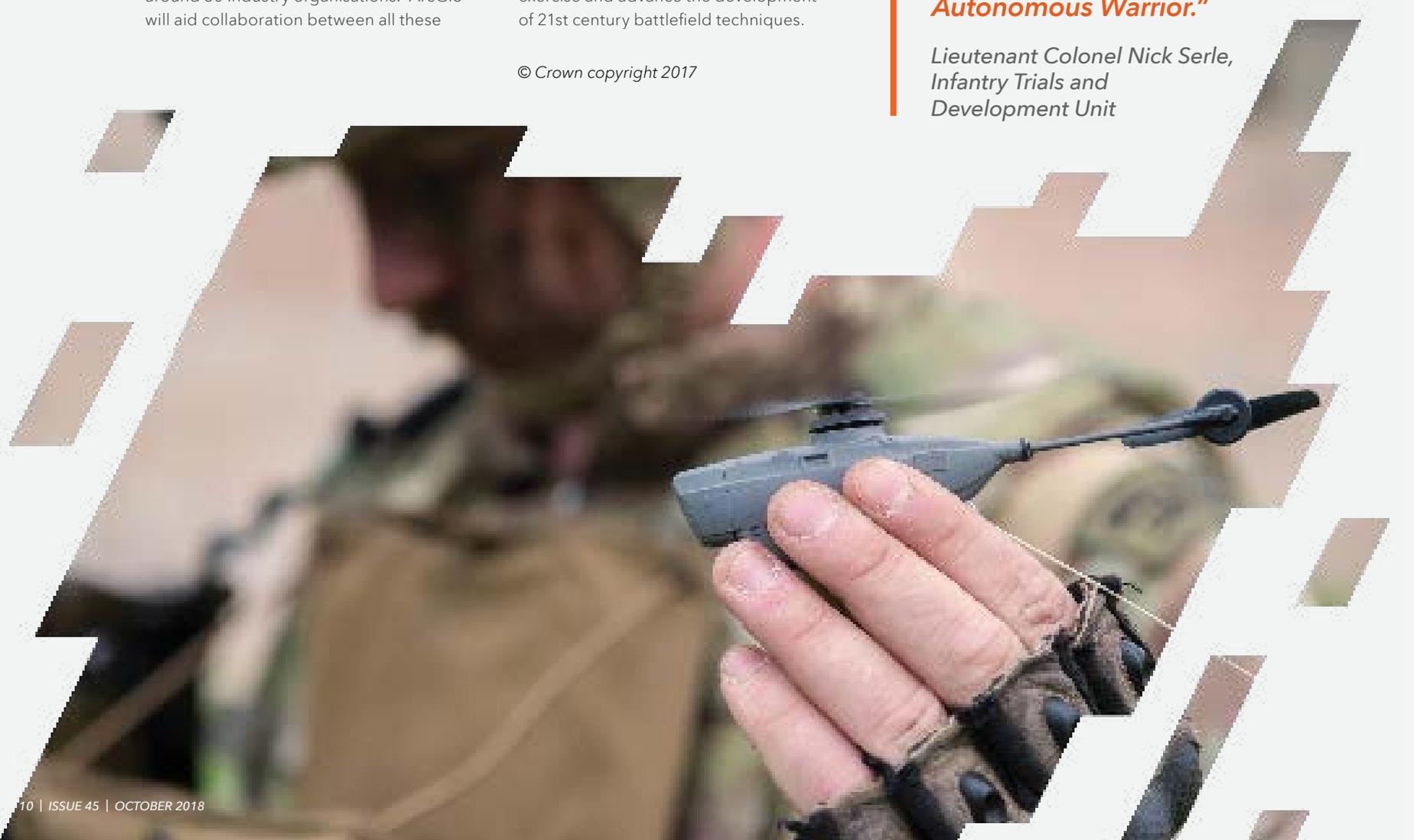
partners, by giving everyone access to the same, accurate information. Participants will be able to exploit, integrate and visualise data from a wide variety of disparate ground and airborne devices and sensors, to gain a clear understanding of the situation, as the exercise progresses.

In addition, ArcGIS Online will enable the participants to view, share and contribute to the evolving plan for Autonomous Warrior, from their own locations. This will speed up the decision making process, allowing the British Army to maximise the value that it gains from conducting the exercise and advance the development of 21st century battlefield techniques.

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“ArcGIS Online should provide us with a platform for integrating information to deliver a fused common operating picture. It should enable a new way of planning and we look forward to exploring its full potential in Autonomous Warrior.”

*Lieutenant Colonel Nick Serle,
Infantry Trials and
Development Unit*



FORESTRY COMMISSION SCOTLAND IMPROVES ITS MANAGEMENT OF A DIVERSE ESTATE

Forestry Commission Scotland is using ArcGIS mobile and online tools to accelerate building surveys and provide senior managers with instant insight into the cost and criticality of repairs.

“ArcGIS has transformed the way that we conduct building surveys and improved our ability to plan our building maintenance activities for the benefit of everyone who visits Scotland’s forests.”

Doug Knox,
Head of Technical Services,
Forestry Commission
Scotland

Within the mix of 700,000 hectares of forest, countryside and urban greenspace managed by the [Forestry Commission Scotland](#), there are in excess of 750 buildings ranging from modern offices and visitor centres to ancient bothies and wood stores. The organisation can now survey these diverse structures quickly and gather more precise data about any repairs needed, using a mobile solution based on [Survey123 for ArcGIS](#) and [Collector for ArcGIS](#).

Surveyors save many hours on each building survey as they can now capture building attributes, take photographs and record defects with simple-to-use dropdown boxes on any mobile device. The integration of Survey123 with Collector reduces the risk of human error and data inaccuracies, by ensuring that the correct building name, forest district and reference numbers are attached to each survey report. Once

a survey is completed, the mobile app automatically calculates the cost of repairs for that specific building, taking into account material costs and labour.

Estates managers at Forestry Commission Scotland then view the data from the building surveys in a clear, graphical format using Esri’s [Operations Dashboard for ArcGIS](#). They can see, at a glance, what the total estimated cost of repairs is, across the whole estate, and easily identify any buildings where a poor state of repair might pose a safety concern or risk of litigation. The dashboard ranks buildings according to their usage, so managers can make faster decisions about when to prioritise repairs to buildings such as visitor centres and can allocate the organisation’s maintenance budget effectively.

Estates managers gain a clear insight into the criticality of repairs using Esri’s Operations Dashboard for ArcGIS



NORTHERN IRELAND WATER ENGAGES IN A GIS-LED BUSINESS TRANSFORMATION

A water utility serving 1.8 million people has created a single corporate GIS and is leveraging this platform to transform its customer services, business efficiency and service delivery.

The enterprise-wide deployment of [ArcGIS](#) has proved a catalyst for wide-ranging business improvements at [Northern Ireland Water](#). The organisation is enhancing its customers' experiences, reducing costs and removing inefficient processes, by making geospatial data accessible to 1,035 employees and using ArcGIS tools to rapidly deploy new web and mobile applications.

In the Customer Call Centre, for example, Northern Ireland Water has developed a live, situational awareness map that enables call handlers to deliver a more responsive customer service by giving them clear visibility of reported issues. Displayed on a four metre screen, the web map also enables incident managers to monitor leaks, blockages and service interruptions in real-time, make well-informed decisions and react quickly to resolve issues.

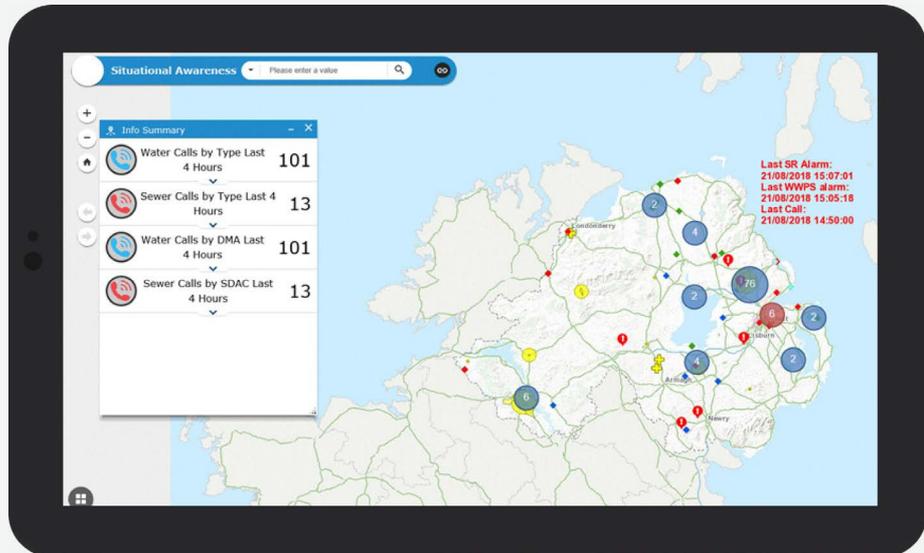
In the Developer Services team, engineers now use ArcGIS to design water main networks for planned new residential developments significantly quicker than before and can deliver a fast, professional and cost-effective service. In addition, field-based teams will soon be using a new mobile app, developed using [Survey123 for ArcGIS](#), to collect data about the locations of trenches, equipment, infrastructure and other hazards. This mobile solution is expected to play a key role in helping the company to identify and respond to potential health and safety risks more quickly.

“Northern Ireland Water’s new Corporate GIS, implemented using Esri technology, gives us the advantage of being able to swiftly deploy spatial solutions to aid decision making and drive significant business improvements.”

Sara Venning,
Chief Executive,
Northern Ireland Water



Northern Ireland Water’s situational awareness web map provides managers with a clear overview of customer issues in real time



NEWLY LAUNCHED GEOLLECT APP PROTECTS SHIPPING FROM PIRACY

One of Esri UK's start-up partners, Geollect, has created an ArcGIS Online app that improves understanding of maritime risks and helps ship owners to reduce their operational costs.

"We have created a unique web app for the maritime industry using ArcGIS that gives ship owners, insurers and captains the information they need, all in the same place, to help them understand and reduce risks at sea."

Cate Gwilliam, CEO, Geollect

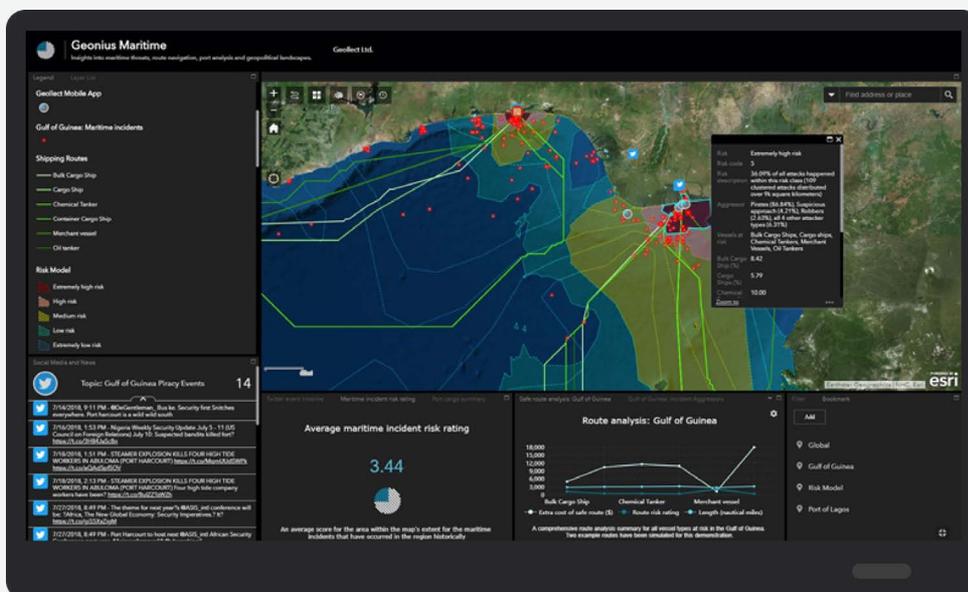
In many parts of the world, commercial ships and yachts face significant risks ranging from armed attacks by pirates and thefts at sea, to an above average chance of crew injuries in certain ports. [Geollect](#) has developed an app that clearly indicates which risks are highest in which locations, giving ship owners the more precise information they need to plan safer journeys.

The app is expected to help ship owners reduce future costs, as they will be able to make better informed decisions about whether they need to hire a security team and which specific route to take. Until now, shipping companies and superyacht captains relied on government warnings, which often categorise whole oceans as risk areas, unnecessarily, and do not always differentiate between incidents such as the report of a young stowaway or an attack by an armed group. Using the Geollect app, ship owners can evaluate actual incidents and model different route options to avoid specific risks, minimise detours and reduce

fuel consumption. Significantly, the app provides up-to-the minute information on the changing maritime situation, by incorporating live news feeds, social media and satellite imagery of suspect vessels, so users can make faster decisions to reduce risks.

As well as ship owners and captains, the new web app adds value for specialist maritime insurers, who can use it to better categorise the risk of specific journeys and provide appropriate insurance cover. Geollect already uses [ArcGIS](#) to deliver a range of services specifically for maritime insurers, including a historical image analysis service that has delivered estimated cost savings of 650 million US dollars for the industry in the last twelve months.

The Geollect web app showing risk models for different shipping routes



SCOTTISH WATER EMPOWERS STAFF WITH BESPOKE ARCGIS TRAINING

Esri UK has delivered on-site training and eLearning resources to help 1,200 employees transition confidently to ArcGIS from a legacy GIS and make optimal use of the new solution in their jobs.

GIS is a core business system at [Scottish Water](#), used by over 1,200 employees for everything from handling customer enquiries to planning new infrastructure investment. When the company decided to replace its existing GIS with [Esri's ArcGIS platform](#) enterprise-wide, it engaged Esri UK's training team to help its employees adapt to the new software as quickly as possible.

Over a four month period, Esri UK provided 39 separate training courses, at five different locations across Scotland. It tailored the training materials and exercises to incorporate Scottish Water's own network data and business processes, making them highly relevant and meaningful to the participants of the training. In addition to the entry-level courses, Esri UK also ran advanced-level courses for specialist users, which included instruction on data management and the development of the company's new GIS web portal.

Recognising that different people have different learning styles, Esri UK also developed a portfolio of eLearning resources to allow employees to acquire skills and knowledge of ArcGIS, at a time to suit them, online. These resources were particularly ideal for employees based in more remote locations, who didn't want to travel to attend an on-site course, as well as people who prefer to learn at their own pace. Together, the training courses and eLearning materials helped prepare Scottish Water's employees for the transition to ArcGIS and empowered them to use ArcGIS effectively in their daily work.

"Esri UK's training programme gave our employees the competence and confidence to use ArcGIS to its full potential and do their jobs to their best ability."

*Stuart Hill,
Business Change Manager,
Scottish Water*



FIELD STUDIES COUNCIL CHAMPIONS GIS BEST PRACTICES IN EDUCATION

An organisation that runs educational field trips is using Esri's ArcGIS platform to help students acquire real-world skills and show teachers how to deliver more engaging lessons with GIS.

"ArcGIS connects students to the real world. It shows them that they are developing skills that have an application in a wide range of careers, beyond school and education."

*David Morgan,
Education Technology Officer,
Field Studies Council*

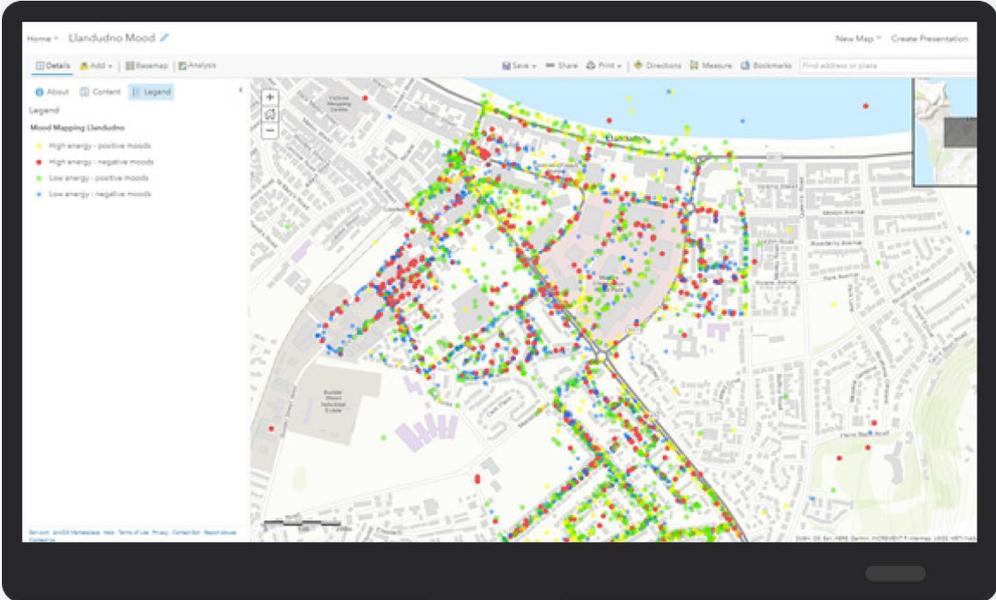
Every year the [Field Studies Council](#) (FSC) welcomes over 150,000 secondary school students and their teachers to nineteen centres in England, Scotland, Wales and Northern Ireland to learn about the environment, undertake fieldwork and explore new scientific techniques. The organisation now uses a suite of [ArcGIS](#) desktop, mobile and cloud solutions to enable groups to gain practical GIS skills, which can be transferred to the workplace.

Students attending FSC residential and day courses gain an enhanced learning experience from being able to use a range of ArcGIS tools to plan their investigations, collect data in the field, analyse their findings alongside other contextual data and present their analysis on interactive maps. As students spend less time manually collating data and creating maps, thanks to the use of

ArcGIS, they can instead focus on thinking about what their data means and derive greater value from their field studies. FSC also allows students to continue to access their own data from home, via [ArcGIS Online](#), long after the end of the course, so they are able to build on what they learned to complete high quality course work.

Teachers who are inspired by FSC's use of ArcGIS can gain guidance from FSC staff during field trips or attend one of the organisation's professional training courses, specifically designed for teachers. In these ways, FSC is able to advance GIS best practices in education and support teachers in using ArcGIS in their teaching of GCSEs and A levels, as well as Highers and Advanced Highers in Scotland.

Combining student data spanning 12 months reveals interesting patterns in how place impacts on mood in Llandudno, North Wales



COULD YOU BE AN AWARD WINNER?

Follow the lead of the Scottish Fire & Rescue Service and enter your ArcGIS project for one of the Esri UK and Ireland Customer Success Awards.

Have you used ArcGIS to create an innovative mobile app to improve efficiency in the field or undertaken analysis to gain insight into a business issue? Are you using ArcGIS to engage with a wide audience or have you perhaps created a stunning map to visualise complex data? Whatever your latest project is, you have an opportunity to achieve recognition for your achievements.

Entries are now open for the Esri UK and Ireland Customer Success Awards 2019, which will showcase the most innovative and successful GIS solutions and services that have been developed in the UK and Ireland using

ArcGIS. The winners will be invited to take to the stage to accept their awards at the Esri UK Annual Conference in London, in May 2019.

Earlier this year, the Scottish Fire & Rescue Service, Joint Forces Intelligence Group, Tunbridge Wells Borough Council, Northern Ireland Water and University of Oxford were named as the inspirational winners of the Customer Success Awards 2018. These organisations demonstrated ingenuity and foresight in the development of their best practice GIS solutions.

Maybe you could be a winner too.

Award Categories 2019:

▶ **Map Creator**

▶ **Community Engagement**

▶ **Analytical Insights**

▶ **Field Mobility**

Enter online at: esriuk.com/customer-success-awards

Don't delay!

*The deadline for award entries for the Esri UK and Ireland Customer Success Awards 2019 is **23 November 2018***

