GIS THINK GIS

Making a big impact

From unlocking development potential and searching for missing people in Scotland to reversing decades of damage to Welsh peatland, Esri UK's customers are using GIS in all kinds of ways to make a big impact.

Highlights:

esri UK

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THINKGIS

welcome

A big impact on wide-ranging challenges

Peter Wilkinson, Esri UK's Managing Director, applauds customers for the impact they are making with geographic information system (GIS) technology and considers how organisations could make an even bigger impact in the future—using AI.

Welcome to the Autumn 2025 issue of ThinkGIS, which is, as always, packed full of stories about how Esri UK's customers are using GIS to tackle an incredibly broad range of challenges. The British Geological Survey, for instance, is overcoming the difficulties presented by historic mine workings to accelerate new housing developments in Scotland. Meanwhile, RSPB Cymru is reversing declining peatland biodiversity, and Police Scotland is taking action to find vulnerable missing people faster. It can hardly get more wide-ranging than that.

Whatever challenges they face, Esri UK's customers can use GIS to understand complex issues more deeply, make better-informed decisions and collaborate effectively to deliver solutions. They can respond to crises quickly, work efficiently to make positive change happen and have a big impact on the issues that matter to them.

GIS technology is constantly evolving and, in the future, our customers may be able to extend their impact further by using Artificial Intelligence (AI) with GIS. Throughout the IT industry and beyond, AI is gaining momentum and clearly has the potential to fundamentally change the way that we interact with and use GIS. Esri's GIS platform, ArcGIS, already embeds AI tools that help people gain new insight and do their jobs more efficiently. Indeed, Esri has utilised AI capabilities as part of its core functionality for many years, in tools for image analysis, feature recognition and data extraction, for instance.

However, as AI technology advances, Esri is developing new capabilities including AI-based 'assistants' that help people to be more productive, whether they want to analyse data, create maps, generate code or build applications.

For example, in ArcGIS Survey123, you can use the Survey123 Assistant to build and customise survey forms in seconds by just typing in details of your requirements. In future releases, AI will allow users to create maps simply by asking questions like 'where does flooding occur in the River Tay catchment'?

These AI tools are not discrete products that complement Esri's ArcGIS suite of solutions; they are embedded seamlessly into the ArcGIS system. ArcGIS is, therefore, evolving into a fully functional geospatial AI platform. Future product enhancements will accelerate this evolution, through the development of new AI agents and skills, which will continue to simplify workflows by providing options to automate even more complex decision-making and expand productivity.

Knowing how much our customers have already achieved with GIS, it is exciting to consider what the future might bring. I, for one, cannot wait to discover how our customers will use GIS with AI to make an even bigger impact on whatever challenges they face.

Peter Wilkinson
Managing Director, Esri UK

In this issue:

Innovative tool highlights mine gas risks in Scotland

British Geological Survey (BGS) has co-developed an ArcGIS app to help North Lanarkshire Council screen for coal mine gas risks prior to the development of new houses and buildings.

The ArcGIS-based coal mine gas risk screening tool.
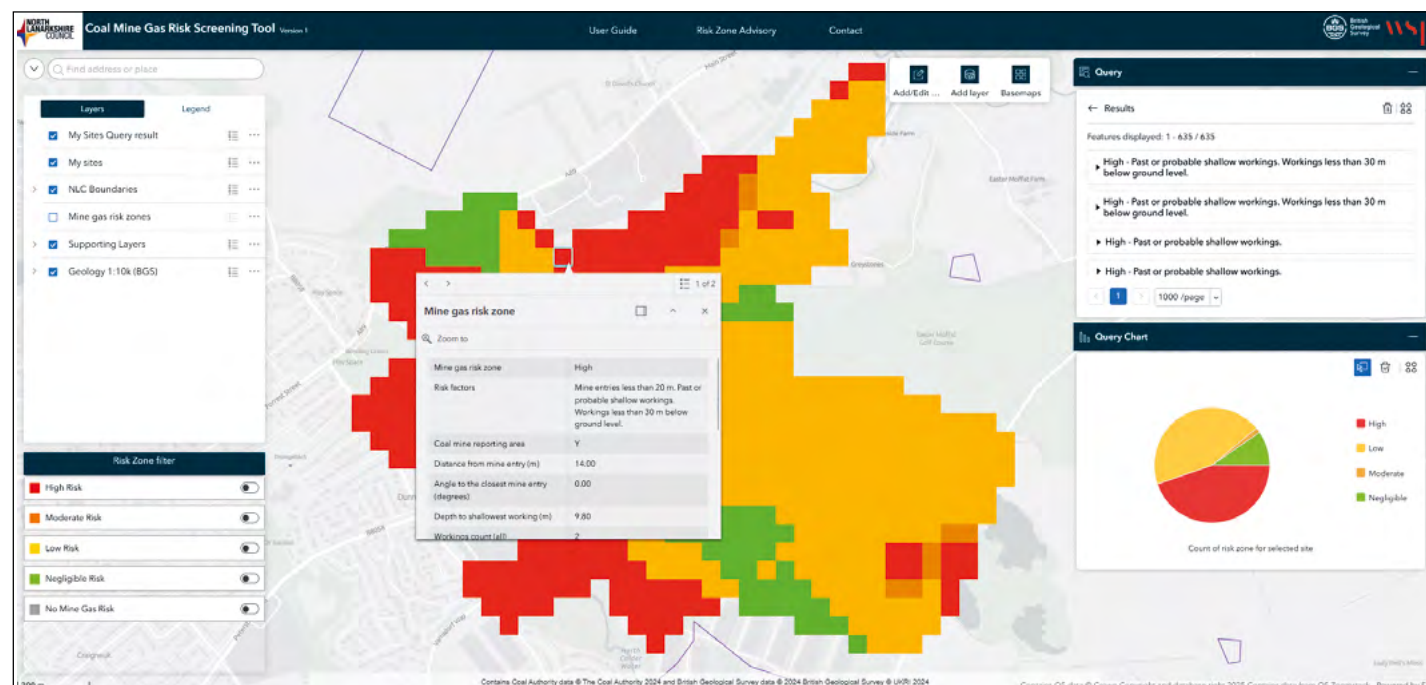
> "ArcGIS is helping to understand if coal mining areas are safe for new developments and, thereby, supporting the Government's ambitions to increase housing and investment in Scotland."
>
> **Dr. Darren Beriro**
> **Principal Geoscientist, British Geological Survey**

While coal mines may be disappearing from Scotland's landscape, many thousands of kilometres of underground workings rise and fall beneath the ground. Gases can escape from these hidden remnants of Scotland's industrial past, posing a potentially serious risk to infrastructure and human health.

In Gorebridge near Edinburgh, around 200 people once became sick after coal mine gases seeped from long-abandoned mine workings and ingressed into their homes. 64 newly-built homes had to be destroyed as a result of this incident, which focused industry attention on the need to assess coal mine gas risks more thoroughly during planning processes. However, screening for gas risks manually can be a long and complex process, particularly in areas of Scotland that have a strong coal mining heritage.

Rapid identification of mine gas risks

Recognising the challenges, BGS joined forces with the engineering firm WSP and North Lanarkshire Council to co-design and build a solution that enables planners to screen for coal mine gas risks in minutes, rather than hours. Created in ArcGIS Online using the ArcGIS Experience Builder, the coal mine gas decision-support tool enables users to draw polygons around sites on an interactive map and instantly see colour-coded risk levels for each individual 50m² grid area.

Already in use by North Lanarkshire Council and its contractors, the tool enables the local authority to identify where there is an increased risk of gas emissions and consider whether mitigation measures might be required in application proposals. If the tool indicates a low level of risk, planners can make faster decisions, which expedites the planning application process

and paves the way for new housing and investment projects to be delivered sooner.

Confident decisions to ensure public safety

The coal mine gas decision-support tool brings together authoritative data from both BGS and the Mining Remediation Authority, giving council teams, contractors and developers in North Lanarkshire a shared view of the best available information. The ArcGIS-based solution also provides a standardised approach to calculating risk, which is improving trust in the mine gas screening process in the county.

Critically, the new decision-support tool reduces the complexity of the process of screening for coal mine gas risks. This makes it easier for councils to ensure that gas risks are correctly and consistently identified and make confident decisions to safeguard public health.

Location Intelligence
Three steps
## to improving strategic decision-making

Senior executives can make better-informed and more effective strategic decisions by optimising the use of their data assets and harnessing the power of location intelligence.

The best strategic decisions are those that are based on the best available data. According to a recent TechPros survey, however, up to 80% of the valuable data held by organisations is underutilised. Pivotal data resources that decision makers need are often held in departmental silos or legacy systems, where they cannot be easily accessed. Meanwhile, the glut of data available from open sources, smart devices, sensors and mobile data capture solutions can simply be overwhelming.

GIS technology provides the key to unlocking this challenge, by enabling organisations to combine data from different sources, using location as the common denominator. Organisations can visualise all kinds of data clearly on maps and analyse it geospatially to discover patterns. In this way, senior executives can derive greater insight into issues and use their new location intelligence to inform their strategic decisions.

Step 1: Connect disparate data

From internal sales figures and third party market statistics to real-time rainfall, organisations can connect their disparate data in a single GIS platform, without the cost and complexity of having to replace or integrate different business systems. Data from siloed departmental systems, sensors, third parties and open sources can be viewed together and shared via digital maps, live dashboards and 3D digital twins.
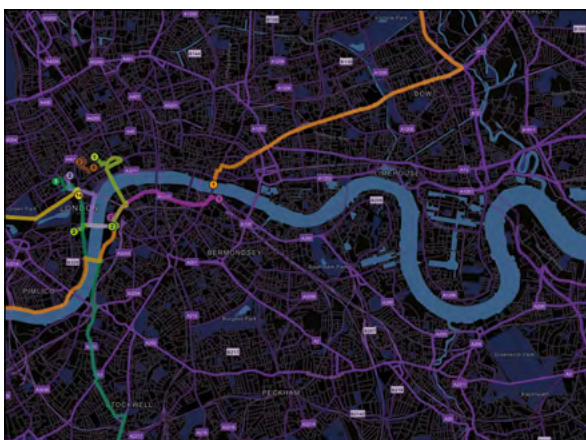
Transport for London

Transport for London has used GIS to connect above-ground transportation data from its many directorates, on everything from buses and commuter trains to passenger ferries. Called the Surface Playbook, this solution provides diverse stakeholders with a single source of truth and a strong platform for planning, prioritising and improving public transport in the capital.

Step 2: Obtain strategic insights

When data is combined in a single GIS platform, organisations can analyse situations geospatially to detect and understand challenges, model solutions and make predictions. They can combine the power of GIS with geospatial artificial intelligence and create algorithms for detecting patterns automatically. GIS reveals previously unseen trends, giving senior executives fresh, strategic insights into business opportunities and risks.

Nespresso

Known globally for its premium single-serving coffees, Nespresso uses location intelligence to inform its business and sustainability practices. Data analytics powered by GIS sheds light on the granular details of day-to-day coffee farming, from how farmers deliver coffee beans to central mills, to the potential risks posed by climate change, and the environmental impacts of coffee farming.

Step 3: Make informed decisions

A range of GIS apps, dashboards and services can be created to put the location intelligence into the hands of the people who need it. Mobile solutions allow field-based employees to make informed decisions on the go, using the broader, contextual picture at their fingertips. In the boardroom, senior executives can explore opportunities for business improvements using real-time information and make critical decisions with confidence.

John Deere

The leading manufacturer of agricultural machinery and technology John Deere uses location intelligence to empower farmers to make real-time, analytics-fuelled decisions about crops and fields. It has, for instance, combined GIS with equipment sensors and machine learning to help farmers precisely target individual weeds and reduce chemical use by about 95%.

Download the Esri Location Intelligence eBook to read these customer stories in full.
Find out more ›

RSPB Cymru creates healthy peatland habitats

On moorland surrounding Lake Vyrnwy in Wales, the bird and nature charity RSPB is using ArcGIS to restore damaged peatland and establish thriving habitats for vulnerable species.

When in good condition, peatlands are a precious habitat that sustains rare and vulnerable plant, invertebrate and bird species, whilst sequestering carbon from the atmosphere. Like many peatlands, the uplands surrounding Lake Vyrnwy have suffered decades of damage from drainage, overgrazing and cutting. Peat that had formed at just 1mm per year over 3,500 years is degrading, prompting RSPB Cymru to take urgent action to reverse the decline and protect this vital ecosystem.

The charity planned the peatland restoration project with a high degree of precision, creating heat maps to visualise peat depth and identify where interventions would be most successful. It conducted detailed aerial surveys of the site, processed the drone-captured imagery using ArcGIS Drone2Map and used ArcGIS Pro to digitise landscape features such as gullies and ditches. This allowed contractors and staff to efficiently use the ArcGIS Field Maps app on-site. With a thorough understanding of the 46 km² area, RSPB Cymru could determine the most effective conservation strategies and estimate the resources and investment needed for the remediation work.

RSPB Cymru and its appointed contractors are now using ArcGIS Field Maps out in the wetland to help minimise environmental damage when navigating the site, pinpoint priority restoration zones and implement targeted conservation actions. To date, the charity has rewet and revitalised more than 1,147 hectares of land, constructed 41,157 peat dams and blocked over 240 km of gullies. Although the project is ongoing, the peatland's health is already improving—benefiting wildlife, biodiversity and climate resilience.
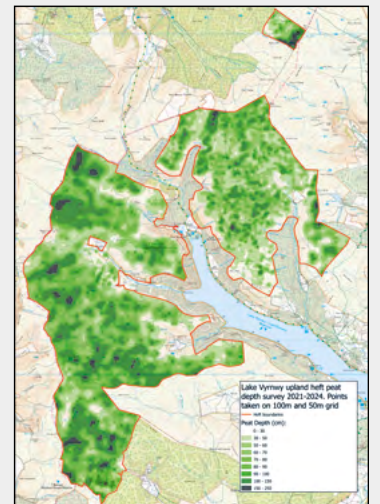
A map showing predicted peat depth, created with ArcGIS Pro.

Data being collected by drone for processing with ArcGIS Drone2Map.

> *"The success of restoring thousands of hectares of Welsh peatland at this scale and to the necessary quality relies on the suite of ArcGIS products we are using."*
>
> **Ben Willcox**
> **Peatland Project Officer, RSPB Cymru**

Health and Safety Executive boosts operational efficiency

Driven by its mission to protect people and places, the Health and Safety Executive (HSE) has modernised a mission-critical ArcGIS application.

Throughout Great Britain there are hundreds of industrial facilities, pipelines, explosives factories and other facilities that represent a possible safety hazard. HSE has a statutory obligation to provide advice to planning authorities when new developments are proposed in close proximity to these high-risk sites. For more than fifteen years, it has relied on an ArcGIS-based application, known internally as the Consultation Zone Mapper, to help it fulfil this role and define distance-based consultation zones around hazardous locations and along pipeline routes.

With support from Esri UK's Professional Services team, HSE has recently modernised this pivotal application and migrated it to Esri's cloud-hosted ArcGIS Online solution. This ArcGIS upgrade has led to significant improvements in productivity. In particular, the land use planning team has reduced the time required to access the spatial data by 80%, enabling HSE to perform its statutory role as a planning consultee more efficiently.

The upgrade project has also enabled HSE to introduce a host of new features and make the Consultation Zone Mapper available to new groups of employees. The pipeline inspection team and the explosives team, for example, are now using the solution to see their data spatially for the first time. Usage of the ArcGIS app has more than doubled from around 50 to over 100 employees, significantly increasing the value that the organisation gains from its investment in this core business solution.

Police Scotland accelerates response to missing people

Recognising that every passing hour can be critical for saving lives, Police Scotland is using a new ArcGIS app to improve its efficiency and focus during searches for missing people.

Every year, Police Scotland receives over 20,000 missing persons reports, two-thirds of which involve children and young people who are especially vulnerable to harm and exploitation. The first 72 hours of any search are the most vital, and Police Scotland is now using an app, built in ArcGIS Enterprise, to help it make faster decisions and respond appropriately to find and safeguard missing people.

Known within the force as the Missing Person Module, the solution allows teams to define search quadrants, which can be colour-coded by risk level, upload pictures of findings (such as discarded clothing) directly from the field, and track search progress visually, with real-time updates. An integrated dashboard records daily briefings, integrates search history and allows instant communication between field teams and command staff. All this streamlines coordination, improves information sharing and increases the chance of locating missing people sooner.

Missing persons investigations in Scotland currently cost an estimated £48 million per year, and Police Scotland anticipates that the app will contribute to cost savings in this area, by enabling it to improve the allocation of its resources. Given that Police Scotland often needs to lead searches across a vast, rural geography, the ArcGIS solution allows the force to focus on the right locations, as situations unfold. Police officers can then respond in a more agile way to missing persons cases, to find people both faster and more cost-efficiently.

> *By digitising our missing persons search operations, we have created a scalable, intuitive and cost-effective solution to a high-demand policing challenge."*

Inspector John Mackay
Search Coordinator, Police Scotland
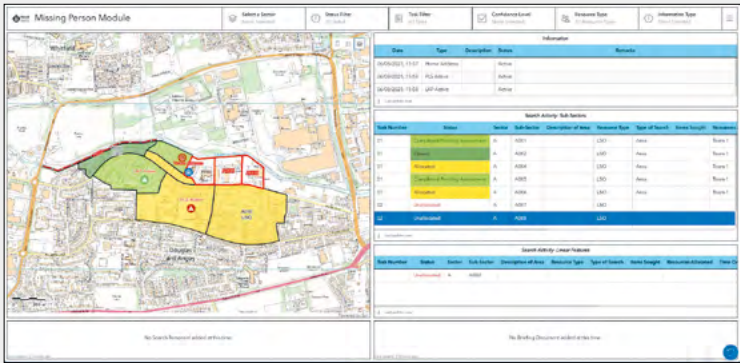
A dashboard in Police Scotland's Missing Person Module, showing the status of different search areas.

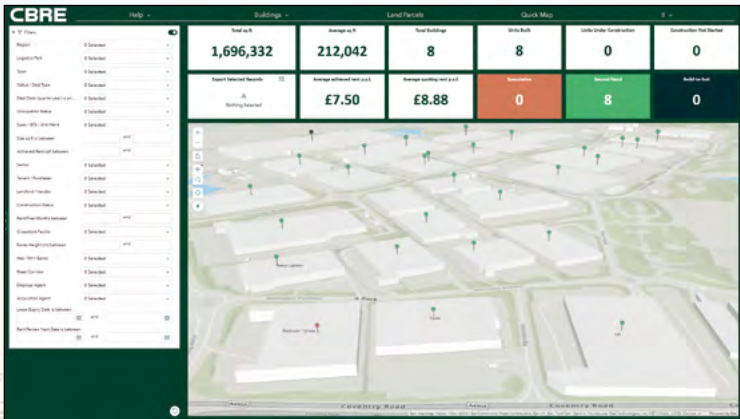# CBRE empowers brokers with real estate market insight

A global leader in real estate, CBRE has upgraded its core data visualisation system to enable brokers to provide more informed and efficient client services.

CBRE's DataViz solution for visualising and analysing property data.

In the highly competitive real estate sector, the success of multi-million-pound deals can hinge on the quality of brokers' market knowledge. At CBRE, brokers have access to a powerful data visualisation system, built with Esri's ArcGIS Experience Builder solution, that gives them the accurate, geospatial data they need to deliver expert advice when their clients are expanding, developing or consolidating their property portfolios.

This core business system, known internally simply as DataViz, has recently been upgraded and is now regularly accessed by more than 200 CBRE employees across the UK. Although less than 2% of these users have formal training or qualifications in GIS, they find the solution incredibly easy to use. They no longer need to search through disparate, non-interactive spreadsheets to find the data they need and can, therefore, work much more efficiently when delivering services for clients. CBRE also benefits from streamlined data editing workflows, which help to improve data currency and accuracy.

The amount of geospatial data that can be accessed and analysed via DataViz is growing all the time. Indeed, the number of sites that can be visualised in the solution has increased more than seven-fold from 1,000 to 7,500, and the floor space of tracked buildings has increased from around 200 million square feet to over 600 million square feet. With this additional, geospatial market intelligence available at their fingertips, brokers can improve their decision making and make well-informed client recommendations.

> *DataViz sets us apart from our competitors by allowing us to make more informed decisions, to better meet the needs of our clients, helping us to offer the most innovative solutions."*

Ciaran Bird
Divisional President, CBRE Advisory Services and CEO UK & Ireland

What makes a GIS hero?

For more than five years, Esri UK has been shining a light on the achievements of the many GIS heroes working throughout the UK. But what makes a GIS hero—and do you know one?

Esri UK's GIS Heroes campaign began in 2020 during the COVID-19 pandemic to recognise the GIS professionals who were using their ArcGIS skills to build solutions to unprecedented challenges. Since then, Esri UK has continued to seek out individuals who are not just solving technical problems with GIS, but are making a tangible difference to people, organisations, communities and the environment. These GIS heroes have many inspiring qualities, including focus, dedication and ingenuity.

Focus

Charlotte Leigh is a Customer Success Manager for Esri UK, who has been supporting customers in Wales for the last twelve years. Accustomed to recognising GIS heroes, she says, "Many GIS heroes are champions for GIS technology itself, evangelising its value and use. However, I feel it's their focus on applying GIS to tackle real world problems, and how their work benefits others and makes a meaningful impact, that really makes them stand out."

Some GIS heroes are focused on protecting and restoring our natural landscapes, such as Liam Blazey from Denbighshire County Council, who has been leading a scheme to create wildlife habitats on roadside verges. Other GIS heroes are focused on improving emergency services, including Damien Griffith at Scottish Fire & Rescue Service who has advanced the use of GIS to reveal new insight into community fire risks.

Dedication

Murray Roden, a Customer Success Manager in Scotland, has encountered many GIS heroes in the 26 years that he has been working with Esri UK. He observes that, "GIS heroes are often the unsung heroes in their organisations. They are dedicated to their work and doing incredible things, but their colleagues often know little about it." He points to Mette Tranter, who works in a GIS team of one within NHS Lothian, building a wide range of vital apps and services for the Health Board, doing the work of many and making a real difference.

GIS heroes work across multiple industry sectors, in large commercial businesses and throughout the public sector, as well as in small organisations. Take Jon Dollery, for example. He works for the little-known Royal Commission on the Ancient and Historical Monuments of Wales (RCAHMW) where he is dedicated to bringing ancient maps back to life.
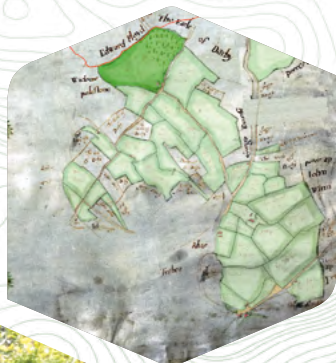
Ingenuity

According to Murray, another key quality of GIS heroes is ingenuity. "They are the people in the team who are always thinking 'is there a better way?'," he explains. "That's what leads to innovation."

Women remain underrepresented in GIS but there are plenty of GIS heroines who exemplify the spirit of ingenuity. Lucy Edwards-James, for instance, has supported the development of a new flood alert app at Natural Resources Wales that will help to improve public safety in flooding events. Meanwhile, Sally Newton from Loch Lomond and The Trossachs National Park has demonstrated her innovative thinking through the continuous improvement of spatial solutions for park management and conservation, catering for both a mobile and office-based workforce.

Esri UK is always keen to highlight innovation and learn more about the great work that customers are doing with GIS. "There are a lot more GIS heroes out there than we know about!" says Charlotte. "We want to help GIS professionals to shout about their successes and raise awareness of the valuable contributions that they make to their organisations, society and the planet. That's what the GIS hero programme is all about."

JON DOLLERY
RCAHMW

DAMIEN GRIFFITH
Scottish Fire & Rescue Service

LIAM BLAZEY
Denbighshire County Council

LUCY EDWARDS-JAMES
Natural Resources Wales

METTE TRANTER
NHS Lothian

If you know a GIS hero who deserves recognition, get in touch! Marketing@esriuk.co.uk

The Met Office democratises access to climate data

Recognising the urgent need to respond to climate threats, the Met Office is making it easier for organisations to find and use its authoritative data on climate change.

Every day, the Met Office ingests three billion climate and weather observations and accumulates an additional 400 terabytes of scientific data. This 'big data' reveals incredible insight into past, current and future climate change and has a critical role to play in helping the UK to adapt to climate risks, ranging from flooding and wildfires to sea level rises. The Met Office is now democratising access to its climate data, by using Esri's ArcGIS technology to make the information easier to find, access and use.

A Climate Data Portal, built with ArcGIS Online, has succeeded in increasing the usage of the Met Office's climate data. Since it was launched in June 2023, this pivotal ArcGIS service has served up nearly a million views of climate data, for over 57,000 unique users.

Organisations use the portal to analyse historical and projected climate data, alongside their own operational and asset data, and gain a better understanding of their exposure to risks from changes in temperature, rain and sea levels.

Building on this success, the Met Office has recently launched a new scalable service called the Local Authority Climate Service, with funding from the Department of Environment, Food and Rural Affairs. Created using ArcGIS Dashboards and Report Builder for ArcGIS, this web-based app provides additional contextual information, helping councils to understand the implications of climate change at a local level. In the first four months alone, the Local Authority Climate

Service generated 7,600 location-specific reports that will help the UK public sector to protect people, services, businesses and property.

To further improve access to its climate data, the Met Office has made its climate observations and projections available via the ArcGIS Living Atlas, in formats that are ready to use in ArcGIS-based products and services. As the Met Office data is authenticated by Esri as 'authoritative,' users of the ArcGIS Living Atlas can feel confident that they are using a trusted data source to inform their decisions and improve their readiness for the future. The Met Office is planning to release more data via these services in the future.

Visit Climate Data Portal

Find out more ›

> *Esri UK and the Met Office share a common goal in wanting to make it easy for people to use authoritative data to make better decisions. Climate change is something that will affect us all, so it has never been more important for us to work together to help organisations use climate data to respond, so they are better prepared to stay safe and take the necessary steps to adapt and thrive."*
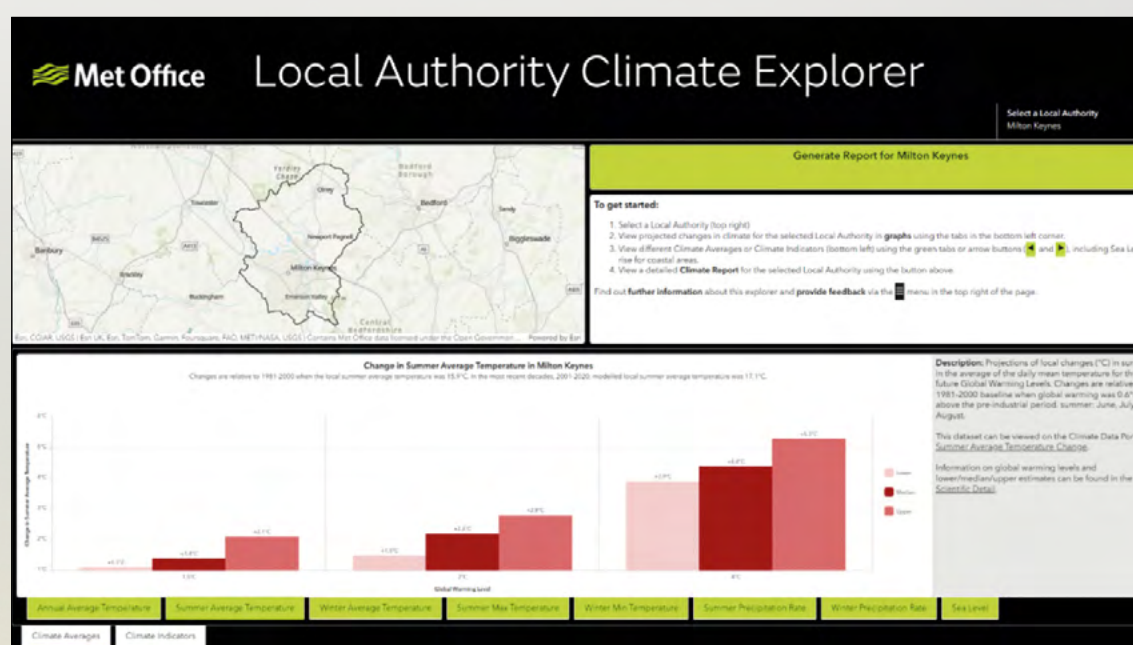
Met Office Spokesperson Daryl Edward
Associate Director of Product Delivery

Exploring climate information at the local level using the Local Authority Climate Service.

Product in the SPOTLIGHT

ArcGIS Living Atlas of the World

The ArcGIS Living Atlas is recognised as the foremost collection of geographic information from around the globe. For GIS professionals and data analysts, it provides a vast range of maps, apps and data layers that can be easily integrated into ArcGIS projects.

New information is added to the ArcGIS Living Atlas by global contributors every week. One recent addition is the Met Office's National Severe Weather Warnings dataset. It can be streamed directly from the ArcGIS Living Atlas into ArcGIS dashboards, web apps and maps to provide live, accurate and trusted information about weather-related risks.

Welsh otter survey improves data collection

Led by Cardiff University, the 7th National Otter Survey of Wales has been conducted with ArcGIS to improve the collection of data about this vulnerable species.

The European otter is an endearing resident of the Welsh countryside, and thriving populations are an important biological indicator of the health of rivers. However, in 2018, the 6th National Otter Survey of Wales indicated a surprise 22% decline in otters, the first recorded setback for the species in Wales since the 1970s. Working on behalf of Natural Resources Wales, Cardiff University has just repeated this seven-yearly survey to assess the recovering health of romps of otters at 1,080 sites.

To ensure the accuracy of the data collected, the university project team replaced the previous paper-based survey method with a fully digital process, built in ArcGIS Online. Around 100 conservationists and otter specialists initially used an ArcGIS Online app to register to participate in the survey and indicate the river catchments they could visit easily. These volunteers then used a mobile app, created with ArcGIS Survey123, to record the locations of otter droppings and footprints at their allocated survey sites and take pictures for validation purposes.

This approach significantly improved the efficiency of the survey, as it removed the need to type up paper forms. Moreover, the use of ArcGIS standardised the data collected and enabled more information to be gathered, such as the weather and how far surveyors had to walk to find evidence of otters. Throughout the survey period, the project team shared live information using ArcGIS StoryMaps, which kept stakeholders and volunteers informed and engaged in this vitally important study of otter health.

ArcGIS Online displays completed otter surveys in blue.

We can record otter signs far more efficiently and accurately with ArcGIS and, as a result, the survey lays a strong foundation for future conservation efforts for this beautiful river creature.”

Chloë Hawthorn
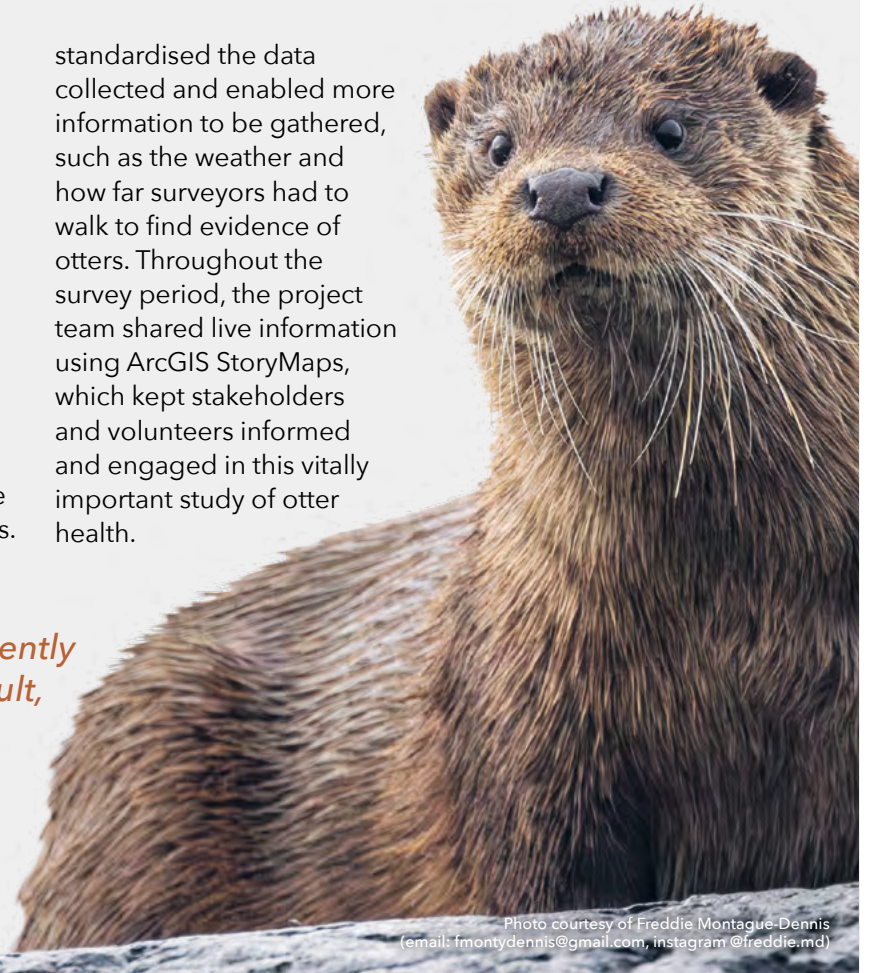**Senior Technician, Cardiff University Otter Project**

Photo courtesy of Freddie Montague-Dennis (email: fmontydennis@gmail.com, instagram @freddie.md)

Housing associations build platform for exemplary collaboration

Eight housing associations are sharing data via ArcGIS to help them reduce costs, deliver improved services for residents and address critical issues like child poverty.

In some towns in North East England, multiple housing associations manage properties within the same housing estates. They deliver similar services for their residents, maintain housing of a comparable age and condition and deal with the same community issues, like antisocial behaviour. Recognising this, housing associations operating in this region decided to work together more closely in what has become an exemplary model of collaboration in the sector.

Through their membership of SHINE (Social Housing Innovation North East), eight housing associations shared their asset data and built a platform to support collaborative decision making. Called OneMap, this platform is an ArcGIS Online app that allows all participating organisations to see the locations of their own assets, alongside those of other housing associations on interactive maps. For the first time, the organisations can clearly see opportunities to reduce duplication, coordinate maintenance activities and share resources to achieve mutually beneficial cost savings and improve service delivery.

The OneMap solution incorporates contextual data from Esri's Living Atlas of the World on everything from deprivation to environmental risks, providing users with a far deeper, shared understanding of pressing societal and environmental issues in specific locations. With this insight, the eight housing associations can work together more effectively to support the communities they serve. They have, for example, recently identified schools with a high proportion of children in social housing, and this new intelligence has been shared with the North East Combined Authority to inform local strategies for reducing child poverty.
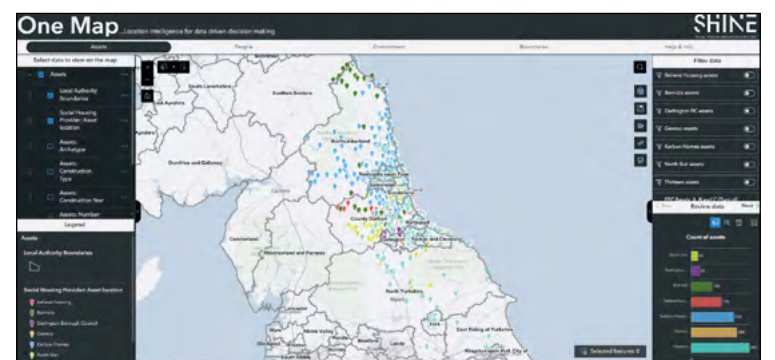
Built with ArcGIS Experience Builder, OneMap is a shared, interactive asset web map that is helping drive collaboration between social housing providers in North East England.

GIS in educational assessment

Qualifications Wales, the independent regulator of non-degree qualifications in Wales, is exploring how GIS could support new and innovative approaches to assessment.

Esri UK, participants investigated how GIS tools such as ArcGIS might be used to assess learners' understanding of coastal erosion and their ability to evaluate management strategies. Feedback from teachers and learners highlighted that GIS can enhance the authenticity and relevance of assessment tasks. Qualifications Wales will encourage awarding bodies to consider these insights when developing new qualifications and assessments that reflect real-world challenges and promote deeper learning.

Industry support needed for geospatial course

With more students enrolled on its ground-breaking geospatial training course, Fife College is asking the geospatial industry in Scotland to provide work experience opportunities.

The Tertiary Education provider Fife College has launched the first geospatial training course outside of the university sector in Scotland. Called the Geospatial Foundation Skills Programme, this entry-level qualification is ideal for adults returning to education and school leavers, who want to gain practical skills in using geospatial applications. Students learn how to use geospatial data, interpret satellite images and create useful, interactive, map-based applications to convey the results of their analysis.

The first cohort of students graduated from the course in June 2025. With the next course due to commence in January 2026, Fife College is proactively seeking support from businesses across Scotland and northern England who can host student visits or give talks to groups at the college about their use of GIS. Fife College is particularly keen to engage with organisations that can provide four-week work placements and mentor students, to help inspire the GIS professionals of the future.

The Geospatial Foundation Skills Programme is offered at Scottish Credit and Qualifications Framework (SCQF) Level 6, which is roughly equivalent to a 'Higher' in Scotland and an 'A Level' in England, Wales and Northern Ireland. Focused on vocational skills, the qualification aims to help students access jobs in sectors ranging from sustainable energy and space science to urban planning and conservation. Esri UK provides Fife College with free access to its ArcGIS system, training for lecturers and teaching resources, and is proud to be supporting this new pathway into GIS careers.

If you can support Fife College, please contact the college direct on info@fife.ac.uk
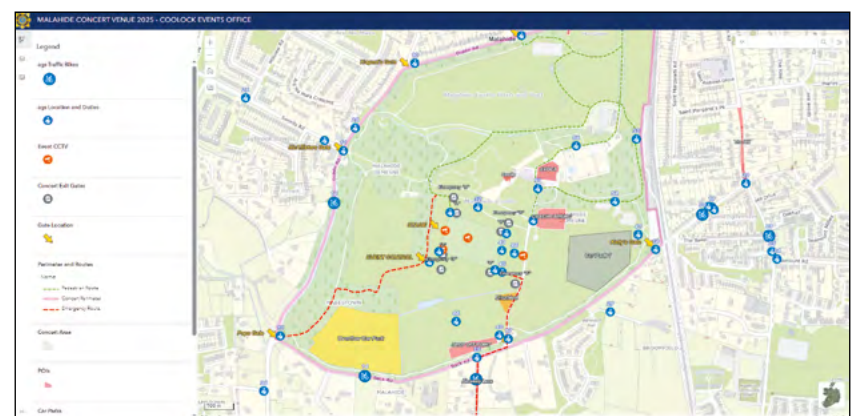
Private training advances paperless mapping

Ireland's national police and security service, An Garda Síochána, has leapt closer to its goal of paperless mapping following private training in ArcGIS Pro.

An ArcGIS map used to plan policing activities for an event at the Malahide Concert Venue in Ireland.

Every year, the Technical Bureau of An Garda Síochána typically produces around 700 maps, depicting everything from crime scenes to security plans for large events and divisional boundaries. Many of these maps are still printed, but the organisation is expanding its use of ArcGIS solutions with the aim of replacing paper maps with digital mapping. After investing in ArcGIS Pro, it asked Esri UK & Ireland's Learning Services team to deliver a private training course to help it optimise its use of this desktop solution.

The course, An Introduction to ArcGIS Pro for Newcomers, was tailored to the organisation's requirements and held on a Friday and a Saturday to minimise the impact on court proceedings. Delivered by an experienced trainer, it gave six participants a detailed understanding of the capabilities of ArcGIS Pro and the confidence to take on more ambitious projects. For example, the Technical Bureau is currently planning to develop new mobile apps, to support activities such as house-to-house investigations and special event planning.

As a result of the training, the Technical Bureau can now deliver mapping applications and map products with ArcGIS Pro very quickly and respond more promptly to requests for maps that clarify locations for juries in court cases. With several new projects in the pipeline, including an app for monitoring the issue of warrants, the organisation is making significant progress towards its ultimate goal of paperless mapping.

> *The Esri UK & Ireland trainers were very accommodating and adapted the course to fit our requirements."*
>
> **Inspector Colum Reilly**
> **Technical Bureau, An Garda Síochána**

Inside
Esri UK

Meet
Sarah Lewin
Head of Products, Esri UK

ArcGIS is constantly advancing—and it's Sarah's job to keep customers abreast of the changes.

Leading multiple teams, including presales and product communications, she keeps an eye on new product developments and makes sure that colleagues and customers understand how to gain value from new tools and capabilities.

Since 2000, Sarah has held a wide variety of technical and management positions at both Esri UK and Esri Australia. Her current role includes managing Esri UK's localisation team, which focuses on ensuring ArcGIS meets the needs of local UK customers.

> *A big part of what I do relates to making customers aware of all the new features and capabilities in ArcGIS so they can get maximum value from their investment."*

Sarah manages Esri UK's Graduate Programme and runs the company's Women+ Group, which aims to promote women in an industry traditionally dominated by men. Having begun her career as a software developer, she is particularly supportive of women who take on technical roles within the business.

Sarah's top tips
for customers:

Take a fresh look at Managed Services	Embrace Esri's new user type licensing	Make the most of The ArcGIS Living Atlas of the World	Discover the new Content Store for ArcGIS
Have you heard that Esri UK has expanded its Managed Services offerings based on customer feedback? There is, for example, a new Managed Service for ArcGIS Online, so customers can now get insight into their portal, have real time monitoring and enjoy a back-up and restore service, regardless of whether they use ArcGIS on premise or in the cloud.	Don't let Esri's new user type licensing get you in a muddle! The new user type licensing model is designed to provide flexible, role-based access to Esri's suite of geospatial tools and applications. Rather than licensing individual apps, this simpler approach provides users with access to a wide set of capabilities across web, mobile and desktop, according to their role.	Esri UK's customers have access to Esri's Living Atlas of the World—yet far too few are taking advantage of this amazing resource. The Living Atlas enables easy access to curated, authoritative data layers, that are ready-to-use in ArcGIS, and provides a reputable platform for sharing data with other organisations.	Esri has partnered with SkyWatch to create a new solution, Content Store for ArcGIS, that makes the whole process of accessing imagery for projects much easier. The web application allows users to search, review and integrate premium commercial satellite imagery from providers such as Maxar, Airbus and Planet and even task satellites over specific areas of interest.
Find out more about Managed Services ›	**Find out more about User Types ›**	**Find out more about Living Atlas ›**	**Find out more about the Content Store ›**

Explore the
Esri Partner Network

Whether you need support with systems integration, better industry data or cost-effective hardware for mobile workers, there's an Esri partner that can help.

Over many years, Esri and Esri UK have built up an impressive network of partners providing complementary solutions, content and services. These global and local organisations have strong GIS expertise, coupled with industry-specific insight, which enables them to help Esri UK's customers implement, extend and ultimately optimise their use of ArcGIS technology.

Partners are grouped into six categories according to what they offer for customers: solutions, services, content, systems integration, management consulting and hardware for ArcGIS. Esri UK regularly collaborates with partners from all these categories to help its customers achieve their project goals.

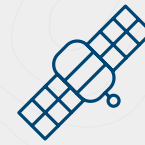**Implement enterprise GIS platforms**

Cleanse, migrate and analyse data

Build custom apps and maps

Integrate ArcGIS with existing systems

Automate field work and real-time workflows

Source industry-specific data and imagery

Meet Esri UK's partners at events throughout the year or search the online Esri Partner Directory to find the support and services you need.

Find out more ›