eSpatial

Hull City Council, United Kingdom

Hull City Council improve internal efficiencies and customer services with web applications based on iSMART® – including an award-winning flood emergency management system.

Background

eSpatial and Hull City Council (HCC) implemented a web solution enabling the delivery of geographic information (GI) internally throughout HCC as well as to the general public. The solution is based on a corporate spatial database providing internal departments with shared access for viewing and analysing spatial data to support the council's location-dependent decision-making. The solution delivers on the vision of online spatial services in line with the core theme of the UK's Transformational Government – the initiative to use interactive capabilities to deliver services to citizens and businesses that make a real difference to people's lives.
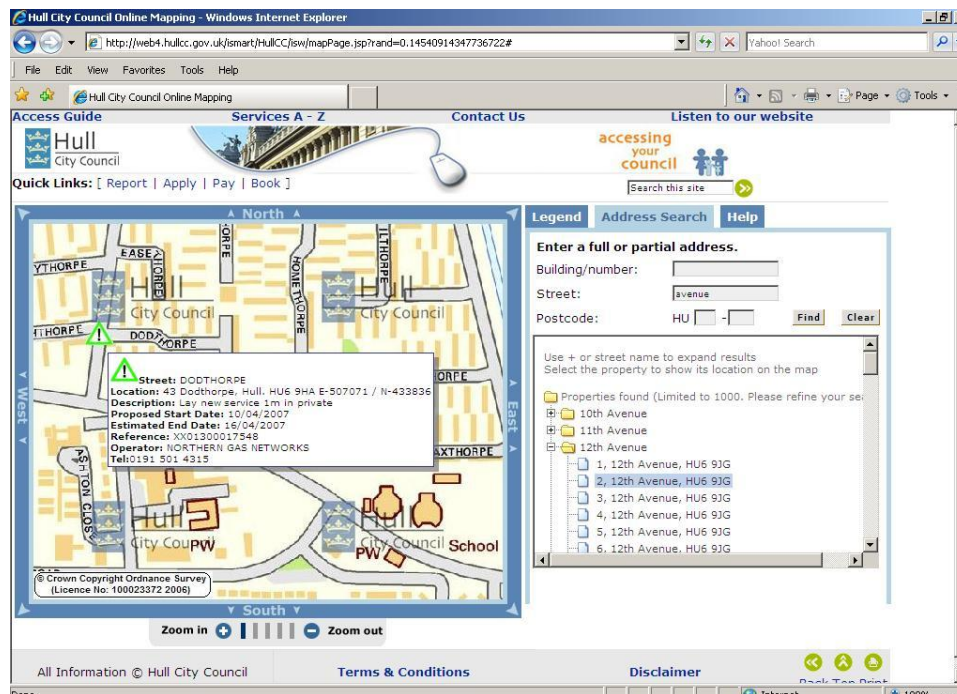
The challenge

HCC required an intranet solution to provide internal departments with online access to a shared environment detailing all location-based assets throughout the city council and to support the ability to query and analyse information. HCC also required integration with its public website to provide valuable information to the general public in compliance with G5 - corporate public display of GIS-based information. An immediate requirement was priority outcome G14, to map and publish street works information, in line with an approaching 4-week deadline. There was also a requirement for a framework to extend these online services to include the public reporting of incidents such as abandoned vehicles, a solution for viewing and analysing information such as property details and the flexibility to integrate with business systems such as a CRM.

The solution

iSMART is off-the-shelf software that enables local governments to incorporate online (Internet or intranet) solutions that are easy to deploy, easy to use and support integrated planning, increased internal efficiencies and enhanced online services to the public.

eSpatial implemented a customised online interactive mapping solution to enable HCC to publish, share and manage street works information in compliance with Priority Outcome G14. This solution was up and running within four weeks. The key feature of the solution is its flexibility, enabling the delivery of tailored solutions based on specific needs of both internal and external users.
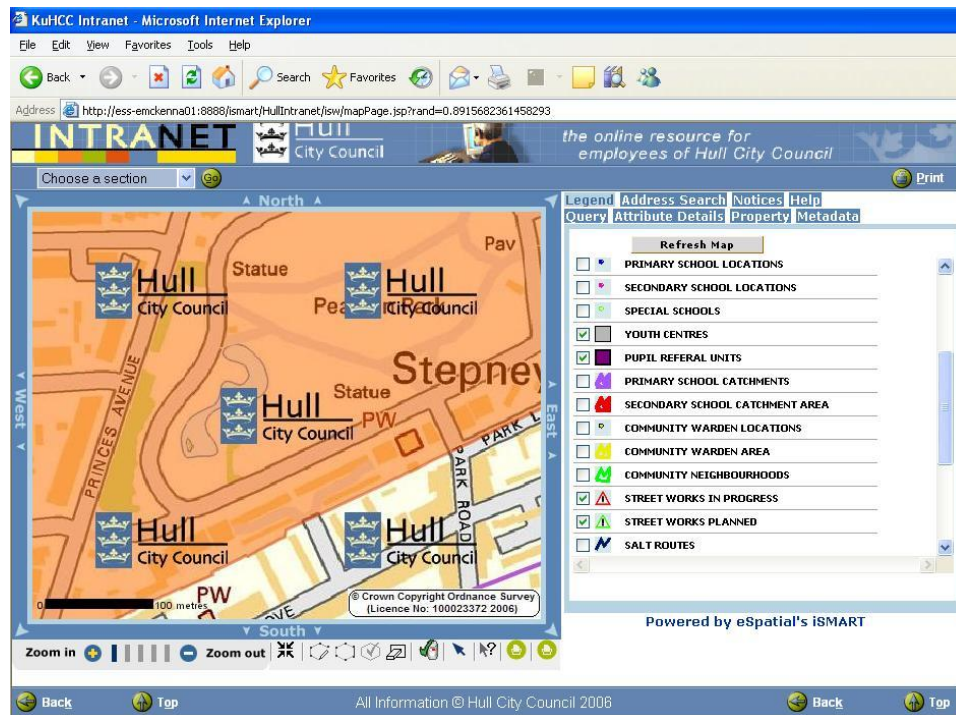
Award-winning application

As a timely demonstration of the value provided by the system, the application was extended (at under 48 hours' notice) to include additional information to support emergency management activities during heavy flooding in late 2007. Information on ongoing flood management activities (e.g. flooded streets and flood barriers) was made immediately available across HCC. This enabled HCC to plot blocked roads, stranded citizens, and at-risk areas, with information automatically updated every 15 minutes. This would have been impossible without the single view of near real-time data which enabled the incident room team to prioritise rescue and flood defense activities.

HCC won the prestigious National Land & Property Gazetteer (NLPG) Exemplar Award for Most Creative Use of NLPG data.

Key features

- Web based delivery over public Internet and secure intranet from a single system.

- Compliant with eGovernment Standards (including core accessibility guidelines such as EGif).

- Pure web viewing, standard map viewing capability (e.g. pan, zoom, drag).

- Reuses existing data, including local land and property/street gazetteers, street works data, and OS MasterMap.

- OGC compliant spatial data store, enabling delivery of core spatial data using OGC WMS and WFS standards.

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- Data consolidation and data warehouse management tools.

- Supports eGovernment Metadata Standard (eGMS), supporting rapid data discovery & management.

- Shrink-wrapped administrative tools (including online help function/ roll-over functionality).

- G14 compliance in line with directives issued by the Department for Communities and Local Government (DCLG) to publish and share Streetworks information.

- Integration with other key systems including LLPG and the LSG (Local Streets Gazetteer).

- Compatibility (interoperability with ESRI, EXOR, CAPS Solutions, CadCorp).

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Benefits for Hull City Council

- Increased internal efficiencies and increased customer service through online services.

- Shared online access to centrally managed asset information supporting better decision making.

- Off-the-shelf functionality for rapid delivery, yet flexible enough to allow for ongoing extension, such as the Emergency Management System.

- Customised to corporate look and feel.

- Adds real value to Oracle Spatial environment as it leverages foundation of trusted data residing in Oracle Spatial.

- Reduces costs, reduces budget spent on legacy GIS tools, specialist database skills as well as licensing.

- Compatible with government policy as outlined in the Gershon Review (2004) and Transformational Government Strategy.

- Is in line with SOCITM (Society of Information Technology Management) insight publication *Better Connected 2007* as it promotes the effective and efficient use of information technology in the public sector.

> *"The flexibility of iSMART enabled us to quickly extend the application to upload and share critical location information during the flooding crisis. This greatly eased pressures in the incident room as there was a continuous live feed of information, shared over the intranet, which geographically*
> *displayed incidents. Using the NLPG, we shared critical geographic information such as flooded or blocked streets with the public instantly over our website."*
>
> *Richard Liversedge, Head of ICT & e - Government, Hull City Council*

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About iSMART

iSMART transforms data with a geographic component into easily-understood maps, charts and graphs that can be interpreted to provide actionable business insights.

Combining the latest innovations in software delivery and usability with the full functionality of a Geographic Information System (GIS), iSMART makes location intelligence available to any organisation.

iSMART is an affordable, predictable, and scalable location intelligence tool, suitable for both GIS experts and newcomers to location intelligence alike. It also provides an ideal enterprise grade hosted services delivery platform for geospatial applications.

About eSpatial

eSpatial is a leading provider of Geographic Information Systems (GIS), and a pioneer in the provision of location intelligence delivered via Software-as-a-Service (SaaS).

Our flagship product, iSMART, has pioneered the availability of a full-function GIS or location intelligence tool with SaaS delivery.

As an established presence in the GIS and location intelligence space, eSpatial has developed considerable expertise and intellectual property in spatial software use and development.

We are proud to work with leading technology partners such as Oracle, NAVTEQ and Digital Globe; and to count many leading organisations amongst our global customer base.

eSpatial is headquartered in Dublin, Ireland.

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