



GIS MANAGED SERVICES

ENTRUST YOUR FLEX GIS SOLUTIONS TO DEDICATED, FULL-SERVICE PROFESSIONALS

DEDICATED GIS RESOURCES

Many agencies that have access to a GIS professional end up having to share GIS resources across multiple city departments, making it difficult to give the necessary time and attention to public safety GIS solutions specifically. This battle of time and resources can make it hard to keep GIS data current and reliable. Spillman Flex's GIS Managed Services provides professional GIS services for maintaining Flex GeoValidation, Mapping and Quickest Route solutions. Using this service gives your agency peace of mind knowing that your GIS data is being taken care of and running at top speed through a dedicated Flex GIS professional, freeing up more time for your team to focus on other critical areas. This eliminates the challenge of sharing GIS resources with other city departments and gives your mission-critical software data the attention it requires.

Employing full-time GIS personnel that are solely dedicated to your agency's mapping needs can be a steep expense, especially when taking into account pay, benefits, and paid time off. Utilizing Flex's GIS Managed Services helps alleviate that monetary burden.

SPECIALIZED GIS PERSONNEL

It's difficult enough finding a dedicated GIS professional that can manage agency maps and GIS datasets, but finding one that understands the inner workings of public safety, as well as your specific software, can be another challenge. With the GIS Managed Services offering, your agency does not have to worry about training personnel to understand your public safety needs or your Flex system because our team members are specialized in both areas. They also have a clear understanding of how Flex integrates with Esri for optimal functionality. In the majority of cases, implementing GIS Managed Services is less expensive than the cost of training at even a basic level.

STREAMLINED TECHNICAL SERVICES AID

As issues or questions arise, the person in charge of managing the GIS data for your agency, whether that be a dedicated GIS professional or your agency's SAA, must determine which side the problem is stemming from and then act accordingly. Not only can this be a daunting task, it can also be a time-consuming process, especially if issues have to be taken back and forth from the Flex Technical Services team. By having your data managed by the Flex GIS team, problem solving is accelerated because our team members have a clear understanding of which problems can be solved through Technical Services and which can not, saving time and energy for everyone involved.

“The GIS managed services team is very responsive to our needs and requests, making it their priority to assist us in making our data really work for us. The one-on-one customer service and consistent communication is priceless. As a growing city, having Spillman Flex GIS managed services, all of our public safety professionals can count on consistent, stable and correct GIS data, which in turn reduces emergency response times to our citizens.”

Lauren Edwards
Communications Supervisor,
Seguin Police Department

EFFICIENT UPGRADES

Agency personnel who oversee GIS data and maps do not always have the time to seek out information about upcoming upgrades or enhancements, which can make preparing for such events difficult. This is especially inconvenient if your agency has to wait

for map data to be updated in order to start using newly available software modules. By utilizing our GIS Managed Services, your agency will have access to a dedicated individual who knows when upgrades are coming from both Flex and Esri, plans accordingly, and singlehandedly prepares the data. The GIS professional can also conduct cross-checking whenever needed, resulting in fewer shutdowns and more accurate GIS data.

FLEXIBLE MAINTENANCE PLANS

Flex's GIS Managed Services gives you the flexibility to choose an update interval that best fits your community's situation. Most requests are processed and changes put into production within one to two business days, meaning your agency always has access to accurate, reliable GIS data. Critical updates and error reporting are accomplished using a simplistic map environment, which helps to ensure that any vital information necessary for completing edits accurately is exchanged quickly and seamlessly. Using request tracking, you can look up the status of your agency's request at any time.

To learn more about implementing GIS Managed Services at your agency, contact your [Account Sales representative](#).

