



StatMap

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eVO™

Gazetteer Management System (GMS) - LLPG & LSG

User Views

eVO Gazetteer Management System (eVO GMS) is a complete 'out-of-the-box' enterprise internet browser client application - and part of the eVO technology platform - for managing all elements of the LLPG and LSG.



Reference 1: London Borough of Merton

Contact Name: James Humphrey
 Position: LLPG Custodian
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CR01	PROs	What are the main advantages of the system?
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Response

Moving to a cloud-hosted application has enabled us to move away from our former on-premise solution and decommission old servers that would otherwise have had to have been upgraded at great cost to the Council.

In addition, the former on-premise Gazetteer Management System (GMS) was not fully compatible to remote working. When used remotely it was much slower. Improving the user experience during remote working would have required the procurement and implementation of further hardware so moving to a web-based GMS seemed to be the obvious choice and it is a choice that we are thankful that we made.

CR02	Cons	What are the main cons of the system
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Response

Our former on-premise setup meant we held our own GMS databases on-site and we could seamlessly enable integration between the live GMS databases and other applications using FME and other applications. For example, we were able to capture address data split by classification within our mapping applications used internally by staff. Now that we have moved to a cloud-hosted GMS the processes behind those integrations have had to be re-written.

CR03	Advertised functions and Performance	Are the advertised functions, functionality and performance of the application accurate and acceptable?
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Response

Yes, they are. We have not encountered any performance issues with the StatMap applications and the functionalities are as advertised. Specifically, we have found the BLPU Extent Manager extremely useful. It has enabled us to capture land extents of properties and cross reference addresses to a Land Registry reference within our GMS. Over 50k land extents were captured within a very short space of time (probably three

months). Capturing that many land extents within our old GMS would have taken us years.		
CR04	Support Responses	Is the response time for support calls adequate and escalation process effective?
Response <p>Yes. I cannot fault support calls response and resolution times. These are filtered through a web portal and over the last 8 months we have had to raise 17 support calls with StatMap, all of which were responded to and resolved within an agreed Service Level Agreement (SLA). The majority of these calls were raised post implementation of the new applications where users were becoming familiar with the new GMS and all of the new functionalities. For example, the implementation of the new GMS coincided with the Electoral Commission altering ward boundaries within our local authority and we needed to know how those changes would be captured both within the Ordnance Survey base mapping and within the property data itself. It turns out the ward boundary changes were captured automatically within the base mapping when the new OS mappings were made available and properties were linked to their new ward with just the click of a button within the GMS itself.</p>		
CR05	Maintenance	How frequently are bugs / patches addressed and how is this rolled out and applied?
Response <p>Patches are rolled out on a monthly basis and out of hours so there are no connectivity issues during normal working hours.</p> <p>We have not experienced any downtime with the new GMS since it was implemented in April of this year.</p> <p>We have not encountered any bugs within the GMS.</p>		
CR06	General	General supplementary feedback from current customers
Response <p>We have recently undertaken our first half yearly review of StatMap's performance with representatives from StatMap itself. During this review we advised StatMap that we had rated their performance at the highest possible level i.e. very satisfied. This is highly unusual. Within our section of the Council we manage several other contracts for</p>		

other key internal applications and none of those suppliers have ever been rated so highly.

StatMap have been incredibly helpful and resourceful when it comes to our requests for alterations to existing functions or the formation of new functions. For example, we use the StatMap API for integrations with our web pages and e-forms. The API enables address-based look-ups. Originally, the API integration did not cater for what some of our internal customers were wanting. For example, our colleagues in Waste Services wanted an address look-up that could call back only addresses with a classification of commercial for queries about commercial waste. Whilst the original API was not capable of achieving this, StatMap took on board our request for a change to the API and created a new API solution within a matter of weeks. This API is now up and running in a live state without any performance related issues to this current date.

Reference 2: London Borough of Ealing

Contact Name: Darren Bestley

Position: GIS Manager

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CR01	PROs	What are the main advantages of the system?
Response hosted and supported remotely no local install or servers browser based - use it from anywhere map based interface up to date background mapping supplied API for Addressbase included Full function test version supplied Automated exports in various standard NTF formats and customised exports if required simple to use		
CR02	Cons	What are the main cons of the system
Response		

You need to have StatMap EvoCall (which comes with the software) installed on a local server (a small application) if you want to pull data down to local systems. [note: alternatively, it can be hosted on the cloud server environment].		
CR03	Advertised functions and Performance	Are the advertised functions, functionality and performance of the application accurate and acceptable?
Response Perfectly - system meets BS7666 maintenance requirements and LSG maintenance Browser based, no plug ins Fast		
CR04	Support Responses	Is the response time for support calls adequate and escalation process effective?
Response Support from StatMap is exceptional Call logging system easy to use Very fast resolution of any issues (usually not knowing how to do something rather than a fault in the system!)		
CR05	Maintenance	How frequently are bugs / patches addressed and how is this rolled out and applied?
Response System upgrade releases scheduled in with user and applied centrally Upgrades in Test first for checking UAT Customers not left behind on obsolete versions Upgrades included in maintenance Bugs addressed and fixed in Test then arrange to apply to Live		
CR06	General	General supplementary feedback from current customers
Response Ealing have been using GMS since April 2022 Switched from on premise LLPG system Easy transition and configuration		

LLPG Custodian had to switch immediately due to issues with previous system and hardware so had a bit of learning curve but this was helped by GMS being logical and having StatMap support on call for any queries or issues

I would recommend the GMS as the LLPG toolset - it seems to be the only fully map based hosted system available.

Reference 3: Blackburn with Darwen Council

Contact Name: Stuart McAuley

Position: GIS & LLPG Manager

Email: Stuart.Mcauley@blackburn.gov.uk



CR01	PROs	What are the main advantages of the system?
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Response

The main pros for us at Blackburn are as follows:

- We moved from ***** and had a licence for 6 users. Now that restriction has gone as I can set up as many users as I please.
- No licences to install, or upgrades to perform, as it is all done for us.
- No need to deal with expensive SQL database software anymore.
- Previously, we had to have a separate licence for MapInfo (per user) for the visual aspect [but StatMap's eVO GMS eliminates that requirement].
- There was a recent issue when ***** could not link their software with the 64 bit versions of MapInfo, so each user had to hold both a 32 bit and bit version just to support it. [but StatMap's eVO GMS eliminates that requirement].
- Much better for Wifi & tablet users as its internet based. In lockdown, we really struggled using our GMS from home due to the way it was built.
- Mobile version for staff in the field. Saves me taking my laptop out when doing site visits and relying on tethering my personal phone to get it working.

- Statmap hosts the 'core' mapping data. No more constant updating of MasterMap etc.
- For the first time we could set up automatic daily exports to GeoPlace, for years I had to manually do this and even rope in help when I was on leave.
- The ease & speed of which our data was moved over was very impressive. There was no time lost moving from the old GMS to the new one – particularly important when we are expected to provide daily exports.
- Day to day things seem to be easier because the processes have been thought through for the end user i.e. creating multiple BLPUs or georeferencing plans.
- I feel I have more control over the data and software compared to before.
- You can see the latest submissions in the settings, little things like this make a difference for me
- We are a small Unitary Authority, so sometimes need to add in out of Borough streets and addresses. Again, this process seems more intuitive than when we were AA customers.

CR02	Cons	What are the main cons of the system
Response Nothing major from us. Biggest issue was unlearning what I knew from using ***** for a decade and moving over. Takes a bit of time but I would never go back		
CR03	Advertised functions and Performance	Are the advertised functions, functionality and performance of the application accurate and acceptable?
Response Everything promised has been delivered for us yes.		
CR04	Support Responses	Is the response time for support calls adequate and escalation process effective?
Response		

- The helpdesk team is second to none. They are friendly and reliable and have been very patient with me setting up multiple systems on my own. I told them long ago that I owe them a drink or three.
- The speed and professionalism of their assistance (especially when dealing with third parties) has also raised eyebrows internally as it highlights how slow & cumbersome our other major providers are.
- Multiple officers can set up support calls which is a big help. In the beginning there was only myself, but a year later we have an officer in Planning & one in Highways that contact them as and when required.
- The only small improvement I would ask for is the ability to chat to them, as sometimes a 5 minute phone call/Teams chat can replace a dozen emails. A small bug bear but then you still have access to your account manager than can help with some things.

CR05	Maintenance	How frequently are bugs / patches addressed and how is this rolled out and applied?
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Response

- The major updates happen out of hours from what I can tell. As it has not affected our working life, I think it shows that it is done very well indeed
- When implementing upgrades that we ask for, these can be performed 48 hours after we request it. The downtime is agreed beforehand and StatMap is very flexible.
- With any bugs, again, this is a matter of days not weeks, and downtime is agreed beforehand. Zero complaints.

CR06	General	General supplementary feedback from current customers
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Response

Finding them was a happy accident as I was only looking for an online GMS in lockdown (like so many others). I had no idea they provided 'desktop' / web GIS, street naming and numbering software and more.

We actually saved money by replacing four spatial data systems – all of which have the LLPG data embedded as standard.

It is hard to calculate how much time (& cost per hour) we have saved across the board as now we don't need to involve developers, help desk staff or my time maintaining the status quo.

All council staff can have access to the GMS in one form or another so that they have 100% confidence in what they see. No more Google searches or reliance on royal mail.

It truly is a 'create once, use many' solution that so many people in my position crave.

I honestly wish I had moved to them years ago.

Reference authority: Rugby Borough Council

Contact Name: Mark Percival
 (Senior Spatial Data & Systems Officer)
 Email: mark.percival@rugby.gov.uk


CR01
PROs

What are the main advantages of the system?

Response

- Cloud hosting means no hardware or software to maintain, upgrade etc.
- Available in any browser and therefore operating system agnostic.
- Can be accessed on any device.
- Consistent with hybrid working.
- Instant data updates to whole team.
- No upgrading – all done remotely, user doesn't know unless they review documentation
- Background mapping supplied as part of the system – requires no intervention
- Exporting of standard and non-standard queries included.
- Simple and fast.
- Access to back-end data is a major advantage for systems integration
- APIs for both district-only or national address data allows integration into other systems and web lookups – single source of truth and instant.

CR02
Cons

What are the main cons / disadvantages of the system

Response

<ul style="list-style-type: none"> Struggling to find anything really – there has to be some technical knowledge to make use of the back-end data i.e. FME but not really a con as the system can be used without this, especially with use of the APIs 		
CR03	Advertised functions and Performance	Are the advertised functions, functionality and performance of the application accurate and acceptable?
Response <ul style="list-style-type: none"> Yes – no more to be said! 		
CR04	Support Responses	Is the response time for support calls adequate and escalation process effective?
Response <ul style="list-style-type: none"> Support team are really good and respond very quickly although have not had to make more than a few support calls since implementation of the system some years ago. Online support site could be better as you can't see what other people have submitted. 		
CR05	Maintenance	How frequently are bugs / patches addressed and how is this rolled out and applied?
Response <ul style="list-style-type: none"> All done remotely so never aware when this happens – I don't have to worry about it! It does what it says on the tin! 		
CR06	General	General supplementary feedback from current customers
Response <ul style="list-style-type: none"> Moved to GMS from on-prem system – would never go back System worked from day 1 (2018) and has never failed since Transition was seamless 		

Reference authority: South Derbyshire District Council

Contact Name: Mandy Bennett
 Position: Street Naming and LLPG Officer
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**South
Derbyshire
District Council**

CR01	PROs	What are the main advantages of the system?
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Response

Having the LLPG on a cloud-hosted application allows flexibility to work from home and/or in the office easily.

The move from Cadline to StatMap has been a positive one; there's more functions to do a better job.

CR02	Cons	What are the main cons / disadvantages of the system
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Response

Personal preference only but I don't like the way we have to drag a record to make it a child record, I would prefer to add the parent UPRN into the record.

CR03	Advertised functions and Performance	Are the advertised functions, functionality and performance of the application accurate and acceptable?
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Response

Yes, indeed they are.

CR04	Support Responses	Is the response time for support calls adequate and escalation process effective?
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Response

Yes. I have logged a handful of queries and have been super impressed with response times and advice given. I feel StatMap have also gone above and beyond to help, as we had over 1000 footpaths to be added to the LLPG and StatMap took up the challenge and added them all for us without issues.

CR05	Maintenance	How frequently are bugs / patches addressed and how is this rolled out and applied?
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Response

As I understand it, patches are rolled out on a monthly basis and out of hours so there are no connectivity issues during normal working hours.

We have not experienced any downtime with the new GMS since it was implemented in September of this year.

We have not encountered any bugs within the GMS.

CR06	General	General supplementary feedback from current customers
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Response

Despite our relatively short usage of StatMap, since September 2023, we are highly content with its performance and its capabilities. The function to integrate plans seamlessly into the software is helpful and timesaving. We believe StatMap has proven beneficial in addressing our requirements to date and would recommend the software to other local authority custodians.

For more information on eVO GMS, please go to our website:

<https://www.evo.statmap.co.uk/gms-llpg-lsg>



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