

## Ubisense Smallworld Pedigree

With 40 consultants dedicated to the Smallworld technology suite in North America & Europe, Ubisense has one of the leading Smallworld delivery teams. Our consultants each have between five and fifteen years of experience with the Smallworld product suite across a broad range of industries and applications, as well as direct involvement on Smallworld product development teams including Core Spatial Technology, PowerOn, Design Manager, PNI and Cornerstone.

### How can a Managed Service apply to my Smallworld™ solution?

The Smallworld Core Spatial Technology™ platform continues to grow in its importance in many enterprises and in the complexity of the solutions built around it. Successfully owning and operating this technology, while responding to ongoing pressures to reduce costs and eliminate overhead is a challenge for every manager. By leveraging a Managed Service, you can establish a service level based approach to operating the system, providing a commercial guarantee of the support, uptime, and capabilities that you will receive. We will work with you to tailor a Managed Service agreement that is designed for your business conditions, system requirements, and existing staff. The Managed Service might include system administration, application defects maintenance, systems support, application development, training/mentoring, or some combination of all of these. The process should be approached with an open view of what capabilities you can package and manage as a whole to improve the overall value from your solution.

#### What are the key benefits ?

- Access to expert, experienced staff
- Guaranteed service levels
- Consistent system operations costs
- System operations based on business needs
- Long term cost control

#### How do I get started?

Making plans to move your system to a Managed Service requires planning and analysis. To move ahead, you should consider the business requirements for your system, the strengths of your current staff and the business climate. You should also look at the current operating costs for operating your GIS applications to gauge the value of a Managed Service contract to your organization. Armed with this initial information, you can work to assemble a specific set of goals and parameters for the Managed Service. Ubisense is actively assisting customers in defining and planning their Managed Services strategy by sharing the benefit of our experience and existing success in this area.

## What we do

### What are Managed Services?

The ongoing maintenance, management, conversion, enhancement and support of an application portfolio by an external company.

As applications become increasingly complex, the knowledge of staff required to operate them for maximum overall value continues to grow. Building and retaining the technical knowledge base required to maintain an enterprise GIS is a major challenge in today's economic environment. IT organizations are being pressed to take on more responsibilities with fewer staff.

Through our Managed Service offering, Ubisense will augment your team with the most experienced Smallworld consultants. The Managed Service approach is designed to provide a vehicle for Ubisense to work with your IT organization to manage the operation of your Smallworld system, with appropriate expertise and best practices from both teams playing into the final solution. A Managed Services arrangement is much more likely to be insourcing than outsourcing, since it involves a tight collaboration between the companies, with deep integration of the Managed Services team into the business processes of the organization.

**About Ubisense**

Ubisense is the world leader in Precise Real Time Location Systems, tracking unlimited numbers of people and objects in any space of any size. With unmatched 15cm 3D tracking accuracy and high reliability, its acclaimed open standards technology platform gives enterprises the power to bring visibility and control to previously intractable business processes. Together Ubisense consulting and its partners, such as IBM, Atlas Copco, Lockheed Martin and Raytheon deliver geospatial and RTLS systems, pioneering innovation whilst reducing costs, gaining competitive advantage and improving safety for companies across all vertical markets. With over 400 customers worldwide including BMW, Caterpillar, DHL, Duke Energy, Deutsche Telekom, US Army; Ubisense is revolutionising industries today. Visit [www.ubisense.net](http://www.ubisense.net)

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