

innogistic

About Us

www.innogistic.co.uk

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About Innogistic

Innogistic provide public and private sector organisations with innovative IT solutions for managing complex business processes, data and geospatial information.

With over 15 years experience in software development and associated services, our solutions have been deployed across a range of sectors including:

- Central and Local Government
- Emergency Services
- Utilities
- GIS and Spatial Data Management
- Bespoke Solutions

This document is intended as a brief introduction to the company and provides an overview of some of our activities and competencies in the sectors outlined above.



The expertise, dedication and outstanding service of Innogistic combined with the support of our customers will ensure mutual success.

Innogistic Mission Statement



History

Innogistic were formed in 1992 as an independently owned software company with specialist expertise in the development of innovative business solutions.

The name 'Innogistic' derives from the words innovation and GIS – an acronym for Geographic (or Geospatial) Information Systems. Our innovative approach to embedding such systems within other business applications has been a core strength of the company and which today forms the foundations of much that we do.

In 2004, Innogistic acquired two companies, Systems Options and Concept Computers, expanding the breadth of our market presence. Both companies have since been fully incorporated into the Innogistic brand, strengthening our position in a highly competitive IT market.

Today our business is a mix of commercial off-the-shelf software and bespoke software solutions, 'built to order'. Our customer base includes central government departments, local authorities and other public bodies, major utility companies, fire and rescue services, police constabularies and a number of private organisations both large and small.

The company is privately owned, with the majority of the equity retained by the Main Board of directors.



People

Innogistic employ over sixty people at offices in Bristol and Fleet. The team has built up over a number of years and is comprised of experienced IT professionals, the majority educated to degree level and beyond. Staff turnover at Innogistic is extremely low, thanks to a combination of career opportunities and the company's strong commitment to the welfare of its employees.

Innogistic's senior management team comprise:

Managing Director:

Dave Roberts



Dave originally trained as a civil engineer, and worked as a design engineer on a number of major projects in the water industry, including the Dinorwig Hydro-Electric Power Station in North Wales. Dave's experience in developing specialist CAD software for such major engineering projects led him in 1991 to branch out with the foundation of Innogistic.

Directors:

- Kieron Brown, Production Director
- Angelo Faria, Finance Director
- Daniel Ormsby, Commercial Director
- Jules Stringer, Production Director
- Paul Walker, Technical Director

Careers

Innogistic's commitment to the development of innovative solutions, mirrored with excellent customer service, makes it a unique place to work. We are constantly on the look out for talented individuals who exceed in technical expertise and innovation or client facing environments.

Innogistic is a stimulating place in which to develop your career - where responsibilities are real, and opportunities plenty. There is a great team spirit both in and out of the office with organisation and impromptu social events occurring frequently.

Best Companies

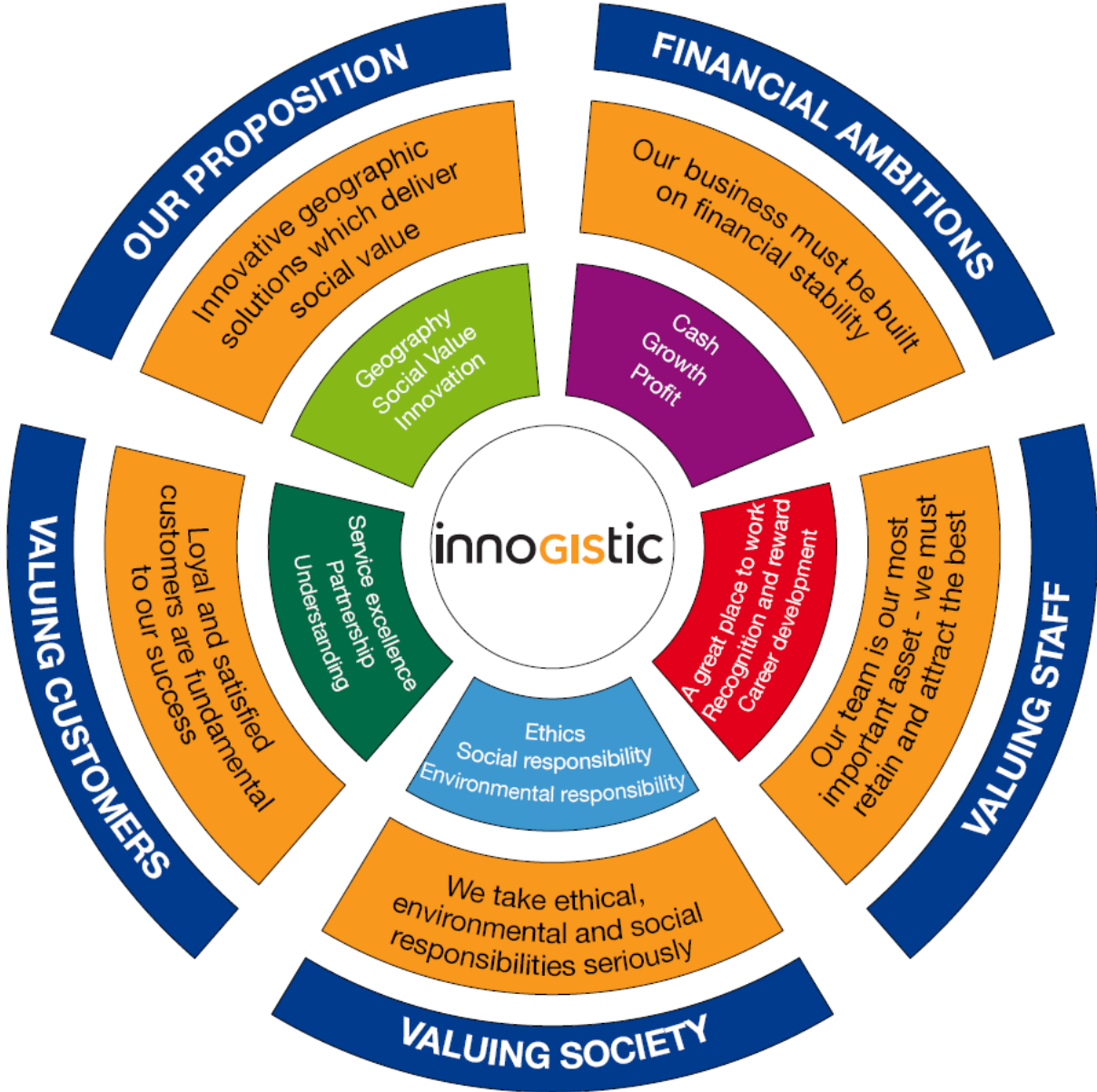
Its official! Innogistic, is a great place to work! In the recently published Best Companies 2009 list of winners, Innogistic was awarded a One Star Accreditation.

The 'Michelin style' elite accreditation system recognises qualifying organisations by a Star Rating. It measures what the organisers call "staff engagement" within the company by allowing each individual to provide their opinions, anonymously, on a range of different subjects. In order to have achieved this award, Innogistic needed to score a staff engagement rating of between 85% and 87%, which is a tough challenge for any company in these difficult times.



Vision

Our vision as a company is based on the following principles:



Vision



Expertise

Innogistic's core competencies are in the development of specialist software applications and the provision of associated services in support of those applications.

Software Development

Our track record in software development has been proven in both large and small scale projects, in off the shelf & bespoke systems, and in mission critical applications.

All software development is managed using the Rational Unified Process (RUP), a formal methodology used for the full life cycle of the development process – from requirements analysis and design through to coding, documenting and testing.

The RUP methodology ensures that our software packages meet well defined requirements, and are delivered on time and on budget.

Our software development team is made up of professionals with expertise in different areas, ensuring that the right people can be assembled for any individual project. Typical areas of expertise include user interface design, back end system development, web services, data migration, and database design and development.



Buying Solutions GISS Framework

As a leading supplier of GIS solutions and services, Innogistic were awarded a place on the Buying Solutions GISS Framework Agreement in December 2007.

Buying Solutions is the name for a set of framework agreements designed to streamline public sector procurement. Established and managed by OGCBuying.solutions, an executive agency of the Treasury's Office of Government Commerce, the Framework Agreements provide a choice of pre-approved suppliers with expertise in particular areas – such as GIS.

Buying Solutions Frameworks are designed to reduce the time and cost of the procurement process. On average it has been shown that 77 days of effort can be saved procuring via the Buying Solutions route – saving public sector organisations time and money. Collectively, this saved the public sector an estimated £12 million on IT Frameworks alone in 2006/7. (Source: OGCBuying.solutions benchmark).

The framework runs until 13th December, 2011.



Services

Innogistic provide a comprehensive range of support services to ensure the smooth roll-out of our software solutions on customer sites. Services include:

- Project Management
- Training
- Consultancy
- Technical Support



Project Management

Innogistic's team includes Prince 2 qualified Project Managers, who are appointed to steer your project through to successful completion.

Our Project Managers will work with you, to ensure that all aspects of your project delivery – from data migration, software roll-out, user acceptance testing and training – are managed on time and to budget. Your dedicated Project Manager will play a key role in the liaison between staff at Innogistic and key individuals at your organisation, ensuring that crucial milestones and deadlines are met.



Training

Innogistic's dedicated training team provides a complete training solution.

From off-the-shelf courses to customer specific packages, training is available either at Innogistic's offices in Bristol and Fleet, or on site at your workplace.

Many customers find our 'train the trainer' courses ideal as they allow training to be 'cascaded' out using in-house staff. Alternatively, Innogistic are more than happy to provide all your end-user training directly. Either way, all course materials are provided in both paper and electronic format, allowing them to be adapted to specific customer needs.

Our course range covers all Innogistic products - from system administrator to end user, and can include training in associated technology (e.g. Microsoft SQL Server) if required.



Consultancy

Innogistic also provide a wide range of consultancy services. Whether your organisation needs help with requirements gathering and analysis, data cleansing services, or bespoke system customisation, our flexible team of analysts, project managers, software developers and support engineers are available on a consultancy basis. Provision of consultancy services by Innogistic ensures that you maximise the return on your investment in new technology.



Technical Support

Innogistic's dedicated customer support helpdesk is here to ensure that technical queries from your staff about our products and services are dealt with promptly and efficiently.

All customer calls and e-mails are tracked through a dedicated customer relationship management system, ensuring that all issues are appropriately managed right through to completion. However, we also recognise that one of our great attributes is our personal touch. Rather than feeling you are dealing with an anonymous help desk, you will get to know our friendly support team – one of Innogistic's greatest assets.



Values

Quality

Innogistic are committed to delivering quality products and services to all our customers. This commitment is reflected in the operation of our Business Management System.

The Processes and Policies that constitute our Business Management System satisfy the requirements of ISO 9001:2000 certification and ensure that all the company's activities and services are quality controlled.

Innogistic have been ISO Certificated since 2003. It is an achievement we take seriously, and we are committed to maintaining it throughout the organisation. This ensures the continual improvement of the service we give to our customers.



Social Responsibility

Innogistic take social responsibilities seriously.

As an employer, we are committed to the on-going development and welfare of our staff and to equal opportunities in the work place.

We also take our responsibilities to the environment seriously. For example, in 2005, we became a 'Carbon Neutral Company'. So far we have supported the following projects:

- Selco Solar Water Heating Systems Project in India. This cost also includes the assessment by ECCM.
- Sebenoba-Karakurt Wind Power Project in Turkey.
- Nature Portfolio for 100% renewable energy sources.

Our staff like to be involved in various charitable activities such as:

- 6 Peaks Challenge. where one of our teams won the Kelda Cup for the quickest climbing time.
- Regularly taking part in Half Marathons.
- Our Managing Director Mountain biked through Vietnam covering 750 km over nine gruelling days.
- Company Raffles for a variety of local charities.






CarbonNeutral® company



Business Sectors and Markets

Overview

Innogistic’s business is organised around six sectors, which reflect our core vertical markets and the company structure. Within the company, each business sector is represented at our Operational Board and by dedicated Commercial and Technical leads. Project teams comprised of software engineers and service support staff (trainers, project managers etc.), are formed on a case-by-case basis according to the needs of each project. This structure provides us with the flexibility to meet business opportunities and the stability to provide a high quality service to our customers and partners.

	Central & Local Government
	Emergency Services
	Utilities
	GIS & Spatial Data Management
	Bespoke Solutions

Central & Local Government

The improvement of public services is of fundamental importance to the operations of Central and Local Government.

Innogistic provide a range of IT solutions which help deliver the business process efficiencies expected by the public and demanded by parliament. These range from Land and Property solutions used by planning and building control departments, corporate GIS applications, gazetteer maintenance tools, and a suite of e-Government enabling applications.

Not only do these systems deliver efficiencies to key processes, but they can also be an important route to securing additional funding.



Case Study: London Borough of Sutton

The London Borough of Sutton, recognised as one of the country's top performing councils in the Government's Comprehensive Performance Assessment, uses a complete range of Innogistic software solutions.



Back Office Applications

Sutton manage all applications for planning permission, building control inspections, and land charge searches using Innogistic software in the FastSUITE range. These back office applications help Sutton deliver efficient services to over 180,000 members of the public, and provide a best value solution to the council.

Address Management

Innogistic software is used by Sutton to manage its corporate address gazetteer database. With everything from electoral role information, council tax records, to school pupil allocation dependant on accurate address information, recorded in the authority's Local Land and Property Gazetteer, maintaining an accurate definitive address database is of fundamental importance.

Corporate Geographic Information Systems

Sutton have adopted Innogistic's Cartology software as their corporate Geographic Information System. Uses of GIS are widespread at Sutton including analysing crime patterns, determining school catchments and locations, assisting housing stock management, visualising fire statistics and assisting the citizen relationship management team.

On-line Information Services (e-Government)

Innogistic software has been instrumental in helping Sutton meet government targets on the delivery of electronic services to citizens. From the London Borough of Sutton Website www.sutton.gov.uk, users can track the progress of planning applications as they develop – from querying complete details, plans and documents to submitting feedback and comment on a given application.

On-line Mapping

Find it in Sutton is an on-line mapping service available at the Sutton website www.sutton.gov.uk/maps delivered using Innogistic's Cartology .NET software. At the touch of a button, Find it in Sutton provides easy access to a wealth of information on public services, such as schools, libraries, allotments, and bin rounds, all superimposed on detailed Ordnance Survey mapping.



Emergency Services

Making communities safer by reducing the risk of fire and incident of crime is a fundamental priority for Britain's emergency services.

Innogistic provide a range of IT solutions to the fire and police services which help improve the levels of public safety. These include fire safety management solutions, integrated risk management planning software, GIS packages for crime pattern analysis and systems for operational planning.

All of Innogistic's solutions ensure that critical emergency service resources are put to maximum use for the benefit of Britain's communities.



Case Study: Hampshire Fire and Rescue Service



Hampshire Fire and Rescue Service use a range of software solutions provided by Innogistic which ensures their resources are used to maximum effect in preventing incidents, protecting the community and responding in emergencies.

Fire Safety Software

Hampshire's Fire Safety department uses a corporate Management Information System provided by Innogistic (the "Community Fire Risk MIS"). The system maintains a comprehensive record of premises, both commercial and domestic, and uses a risk management approach for prioritising audits of commercial premises and conducting community education programmes. Extensive management tools include future job forecasting, which facilitates short, medium and long term workload planning.

Risk Management Planning

Hampshire's Risk Intelligence department uses the Fire Services Emergency Cover (FSEC) Toolkit, for the cost benefit analysis of different resource allocation strategies. Developed by Innogistic under contract to the Office of the Deputy Prime Minister, the FSEC Toolkit has been rolled out to all Fire and Rescue Services in Great Britain.

On-line services (e-Fire)

Hampshire Fire and Rescue Service, in partnership with Innogistic Software, are leading the way in the delivery of on-line services by piloting integration between their back office fire safety software and a new Government Internet Portal known as *e-Fire*. Intended for business users and members of the public, *e-Fire* allows website visitors to conduct fire safety Self Assessments on-line and request services such as Home Fire Risk Assessments. 'Platinum' level integration between Innogistic's Fire Safety Software and *e-Fire* ensures that such requests are automatically processed by Hampshire's Fire Safety Department.

Intranet Solutions

Hampshire Fire and Rescue Service have adopted web based mapping technology for use on their corporate intranet. The system facilitates communication throughout the service by displaying details of recent incidents on a mapping backdrop, and communicating the results of their risk management planning process.

Geographic Information Systems

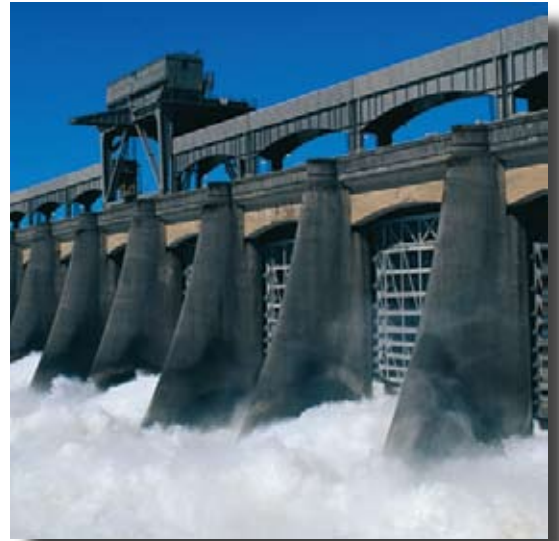
Hampshire have adopted GIS technology provided by Innogistic to assist in the evaluation of risk in the community. The GIS links in to Fire Safety software and incident databases.



Utilities

Maximising return on investment is key to all utility companies. The demands of the utility regulators necessitate continued improvement of customer service, responsible environmental management and best value service delivery.

Innogistic provide a range of enterprise-wide IT solutions to Britain's water and electricity companies. Field workers need accurate asset records, critical to engineering works and their own health and safety. Customer service operators need timely information on current works to respond in an informative manner to customer queries. These are just a few examples of how Innogistic solutions are meeting the objectives of the utility industry.



Case Study: Yorkshire Water

Yorkshire Water have adopted a Corporate Geographic Information System provided by Innogistic Software. With over 3,500 members of staff using the system in the office and the field, it is second only to e-mail in popularity. The GIS, which has been developed as a bespoke solution to meet Yorkshire Water's specific business needs, is one of the largest and most comprehensive in the industry.



Integrated Customer and Operations Management (ICOM)

Yorkshire Water's ICOM system uses GIS to integrate Customer Relationship Management and Works Management Systems. The result – improved Customer Service – was recognised in the award of the Gartner CRM Excellence Award in 2003. The location of all in-bound customer service calls is automatically determined and cross checked against 'impact' polygons of known engineering works. Customer Service Operators can instantly update callers with information on the effect on their supply, or raise additional jobs if required. Meanwhile Operational Managers are able to visualise development of problems in the network in real time, as additional calls come in.

Fieldworker Toughbooks

Engineers in the field have direct access to the complete asset record of clean and waste water networks, and all base maps of Yorkshire installed on ruggedised Toughbooks. Comprehensive records about the asset can be called up in the field, and information in the works management system updated, via a GIS based wizard.

YorMap – Sharing Data On-Line

Sharing data about underground assets with other utility companies and local authorities, is essential for reasons of health and safety. Yorkshire Water's YorMap service www.yormap.co.uk, developed and hosted by Innogistic, provides on-line access to the complete asset record and additional base mapping, both to meet regulated requirements of data sharing, and maximise additional commercial opportunities through direct sales of data.

Managing the Environment

Yorkshire Water takes its environment responsibilities seriously. The use of GIS is exemplified in a number of environmental projects – for example, determining which sewers are at greatest risk from root infestations from trees, resulting in environmentally costly discharges. Using GIS to identify high risk sewers under woodland allows further investigative and corrective work to be prioritised.



GIS & Spatial Data Management

Making geography work for your organisation requires effective tools for analysing geographic information and managing spatial data.

Innogistic provide a range of Geographic Information Systems (GIS) and spatial data management solutions to the public and private sector. Derived from “innovation” and “GIS” the company’s name sums up the innovative approach, which separates us from our competitors.

Being a British company, we also understand the GI market in the UK better than many of our American-owned counterparts – and can be more flexible and responsive to the demands of the British market place.



Case Study: Wiltshire and Swindon Intelligence Network

WILTSHIRE & SWINDON
INTELLIGENCE NETWORK

Wiltshire County Council contracted Innogistic Software to develop a map-based internet portal, designed as a 'one stop shop' for statistical information on all public services in Wiltshire and Swindon. Integrating data from a wide variety of GIS-based sources the Wiltshire and Swindon Intelligence Network combines a wealth of information organised around ten themes:

- Countryside & Land-based Issues
- Crime & Community Protection
- Culture
- Economy
- Education, Skills & Learning
- Housing & the Built Environment
- Population & Census
- Social Care & Health
- Social Inclusion & Poverty
- Transport & Communications

All themes are displayed over a visually compelling map base, with detail portrayed down to individual premise record.

Critical to the success of the project was the flexibility of user control. With a variety of partners including six local authorities and numerous other public bodies contributing both spatial and non-spatial data, Innogistic's web-based mapping solution provided complete control to all partners involved in the project, ensuring that data they contributed was used in its appropriate context.

The Wiltshire and Swindon Intelligence Network has been recognised by the Office of the Deputy Prime Minister: *"It allows policy makers to compare local areas – wards, towns, or districts – with the local, regional and national picture. It provides a valuable tool to support more informed decision making"*.

www.intelligencenetwork.org.uk



Bespoke Solutions

Innogistic's software development expertise is also available to third parties in the form of our bespoke solutions team. No matter how large or small the project, our solutions team will work with you to develop a software application to meet your specific business needs, managing the process from requirements capture through to development, delivery, training and support.

Recent customers include:

- VT Merlin Communications
- London Luton Airport
- Sport England
- Environment Agency
- Yorkshire Water
- Streetwise.uk.com
- UKValuation

The Rational Unified Process (RUP) – a well defined software development methodology – is used for all our bespoke solution development. This ensures requirements are accurately captured and delivery is to predictable schedules and budgets.



Case Study: VT Merlin Communications



VT Communications, part of VT Group plc, supply critical communications services in over 100 countries worldwide. Innogistic have developed a bespoke radio scheduling system for VT Communications, known as PRISMII, which is used for broadcasting a variety of radio channels 24 hours a day, seven days a week, for a number of leading broadcasters.

Scheduling Frequency and Management

Through their scheduling application, PRISMII, VT Communications schedule over 4000 separate broadcasts each week for a variety of small and national broadcasters. The system produces control information for subsidiary systems that schedule the distribution of programme streams via satellite and the internet. Broadcasts to five continental regions over short wave, medium wave and webcast are managed by PRISMII.

Equipment Tracking

PrismII stores and manages details of VT Communications and third-party operated equipment worldwide such as transmitting sites, transmitters, antennae, receivers and switching multiplexers. Fully audited movements of expensive equipment ensures nothing goes missing!

Schedule Costing, Customer Services and Contract Management

PrismII is also used to store and manage customer, contract and broadcast change data giving Customer Services the ability to manage their customers with access to full schedule costing information, reports for billing and reports for refunds on any loss of service.

Monitoring, Service Level Agreement and Performance Reporting

Through integration with the fault logging system, Mirror, PRISMII can also produce real time actual VS schedule reporting against SLA targets agreed with customers.

Data collected via IBB is fed back into the management systems run within VT Communications to provide verification on quality of the broadcasts being made.

Propagation Predication and Coverage Mapping

Using complex standard algorithms PRISMII can predict the coverage available from the different combinations of equipment. It also provides coverage mapping for sales and cover / maintenance suggestions when a piece of equipment develops a fault or is out of action due to planned maintenance. This allows VT Communications to give the best possible quality of broadcast at the most favourable price to its customers.



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