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an occasional MapInfo newsletter for the public sector in Europe
Autumn 2005

News in brief

MapInfo adds Confirm™ Asset and Infrastructure Management to its portfolio to provide customers with complementary services and comprehensive business applications solutions for the public sector.

Local Authorities relate the powerful benefits of web-based Location Intelligence for delivering public communications and internal data sharing with MapInfo Exponare.

Location Intelligence is a matter of national security: Police National Information and Coordination Centre implements a new resource intelligence system specially designed and built by MapInfo.

International experiences: From School transport to third world rural development to crime prevention - with experiences from Vietnam, India, Australia and the USA.

Transport for London deploys a ground-breaking data analysis solution using MapXtreme through MapInfo partner Minnerva.



Location Intelligence: the new dawn for GIS

Welcome to the latest issue of MapInfofocus, our newsletter for the European public sector.

At MapInfo, we believe that the traditional approach to publishing maps 'by GIS experts, for GIS experts' is too restricting. Web mapping has become a mainstream discipline and applications

need to be designed to cater for a broad range of public sector users, often with limited GIS experience, but with much to gain from access to valuable Location Intelligence solutions.

MapInfo Priority Outcomes Quickstart: beyond a 'tick in the box'

It is increasingly critical for local authorities to adopt the benefits of Location Intelligence: Geographic Information Systems (GIS), mapping and addressing systems – in delivering a number of the ODPM's Priority Outcomes. Iain Daws, Strategic Market Manager, Public Sector, MapInfo EMEA outlines the case for Location Intelligence solutions.

The Priority Outcomes specify the use of GIS in two cases and encourages its use as part of several others. Specifically: G5 – Local Environment: the ability

for citizens to be able to contribute to environmental improvement by reporting incidents through GIS technology and G14 – Transport: provision of real time

To this end, our continued mission is to deliver accessible Location Intelligence solutions. In this newsletter we outline the benefits to Local Government from the user's experience. We also highlight the development of products, like MapInfo Exponare, which provide web-based solutions for organisation-wide and public interfaces and meet the evolving need for flexible and usable web mapping capabilities.

Further, with a growing demand on the public sector to meet Central and Local Government directives, Location Intelligence is playing an increasingly critical role in helping to deliver key targets. With the growing usability of simple mapping software, many of these targets can now be achieved – not simply as a tick in the box, but as an ongoing mechanism for growing municipal efficiencies.

If you would like further information on any of the stories covered in this issue, please do not hesitate to contact your MapInfo Account Manager. Tel: +44 (0)1753 848 200.

transport information to citizens, through GIS technology.

Notably, good addressing capabilities are also referenced and can help in at least six other Outcomes whilst contributing to broader service improvement strategies across the board.

Beyond the need to comply with Central Government directives, location-based information systems provide a variety of other benefits.

Government and public services are geographic by nature and mapping is becoming more and more important to Local Government

continued on page 2

In this issue...

- 1 MapInfo Priority Outcomes
- 2 OGC compliance update
- 3 Canterbury CC selects MapInfo Exponare
- 3 MapInfo Exponare v2.4
- 4 Location Intelligence to the rescue!
- 4 Working with OS Integrated Transport Network data
- 5 MapInfo Confirm delivers for UK Local Authorities
- 5 Confirm manages Aberdeen street assets
- 6 Location Intelligence: a matter of national security
- 6 New York maps crime
- 6 Cumberland County online
- 7 Seamless Layers
- 8 Hereford selects MapInfo Exponare
- 8 South Kesteven benefits from Location Intelligence
- 9 Dutch municipality: organisation-wide GIS
- 9 International news
- 10 Analysis mobilises TfL
- 10 Gazetteer Management System accredited by IDEa
- 11 MapInfo Professional v8.0: new features
- 11 Page layout tip
- 12 Paving the way in Vietnam

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continued from page 1

departments. Across all walks of life, demand is strong and growing for interactive maps on web sites; for decision support applications with geographic querying and mapping functionality and for the ability to store, manage and analyse geographic and spatial data.

Yet it too often remains locked away in specialist departments and makes no contribution to the delivery and management of many services.

Whether you are enabling citizens to report the location of a vandalised bus stop through a web-mapping interface, satisfying the Transport Outcomes with the provision of online, real-time information about street works and traffic; working with land and property data; have responsibility for Local Government assets or need to plan the delivery of services – everything starts with location.

Location is the common factor that pulls together all those different data sets and can transcend the technologies and platforms on which they depend, but which so often proves a barrier to their integration and exploitation.

Whilst GIS solutions are easy to deploy – and are capable of being implemented within the 2005 deadline – Location Intelligence represents considerably more than a ‘tick in the box’ for Priority Outcomes. Essentially it combines

with existing solutions and harnesses current data to deliver cutting edge geo-spatial analysis and unprecedented presentation capabilities.

In addressing Priority Outcomes G5 and G14, the importance of mapping is underpinned by the value of publishing location based information across the Council. This can cover a wide spectrum of areas such as service availability and delivery; service and environmental issues; planning information; street works and the reporting of issues and complaints within the community.

As with mapping, addressing solutions feed into and out of core council operational systems, from CRM through Council Tax to infrastructure and asset management. It underpins the delivery of payment transactions (R10, R11, G10 and G11), whether online or telephone. Whilst customer contact and relationship management (G24 and G25) is improved and made more efficient if addresses and property information can be managed or validated through a single point of address management.

In response to the Priority Outcomes requirements, MapInfo Exponare, a web-based solution providing the most comprehensive mapping capabilities on the market, was recently deployed by Canterbury City Council.



Iain Daws

Several major UK councils are in the process of deploying Exponare for the same reasons. Many, like Canterbury CC, adopting the complementary Gazetteer Management System (GMS) to roll out in parallel. Accredited by IDEa as complying with BS7666, MapInfo GMS is designed to help Local Authorities maintain Street and Land & Property Gazetteers, delivering addressing requirements across all the organisation’s services – not just those affected by Priority Outcomes.

MapInfo has created a low cost package of services designed to provide assured implementation, consultancy and support. The Priority Outcomes Quickstart service has been devised to help councils achieve fast and effective Location Intelligence solution deployment and management; ultimately delivering the pressing needs of Priority Outcomes whilst providing a long term return on investment – a return with a ‘future-proofed’, far reaching impact on every area of public service.

the data. The goal of the OGC is to develop and promote standards for geo-spatial software developers to follow, ensuring that data and services can be easily published, found and accessed across all geospatial products, regardless of vendor.’

Choosing to comply with the OGC OpenGIS specification is a reflection of one of the core components of MapInfo’s philosophy: making Location Intelligence a vital asset for today’s enterprise.

In addition to MapXtreme, MapInfo has already implemented OGC standards across a number of its enterprise Location Intelligence solutions including Spatialware, Envinsa, and MapInfo Professional. For more information visit: www.mapinfo.com/ogc.

MapXtreme OGC compliance update



MapInfo’s MapXtreme family of products has been certified as fully compliant with the Open Geospatial Consortium’s (OGC) OpenGIS WMS Specifications.

The MapXtreme location-based technology, which is available for both the Java™ and Microsoft .NET platforms, enables users to develop or enhance custom mapping applications and Location Intelligence solutions that can be deployed both on the desktop and the web using the same core engine. Now that MapXtreme is fully OpenGIS WMS compliant, organisations are able to easily

share and distribute location-based data regardless of software used.

‘Geospatial data are abundantly available through internet and off-line databases,’ said Mark Reichardt, president of the Open Geospatial Consortium. ‘Unfortunately, much of this information is locked in proprietary formats and systems. Often, organisations that need the data do not have the software that was used to create

Canterbury selects MapInfo Exponare™ & GMS

Canterbury City Council has selected MapInfo Exponare, a powerful web-based mapping application, together with the MapInfo Gazetteer Management System, GMS 3.1, to deliver a corporate framework for council wide access to essential map-based information and accurate addressing.

‘MapInfo’s Exponare does exactly what it says on the tin – and then a whole lot more,’ says Loretta Nikolic, GIS Manager, Canterbury City Council. ‘The critical milestone with this combination of Location Intelligence solutions is the pure accessibility and relevance it delivers to the council across all departments through a web interface, making GIS data investments a valuable resource to council members, sub-contractors and the public. It also directly supports our ODPM Priority Outcomes, whilst increasing efficiencies within council operations.’

Exponare is initially being deployed as a corporate solution through the council intranet and will enable departments, most of which were previously unable to benefit from map-based information, to access and interrogate valuable geographic data to deliver more comprehensive research, reports and services.

At the same time the MapInfo GMS will be linked to a range of data systems, allowing, for example, the council call centre to call up addresses and pinpoint maps for customers across a wide range of residential and visitor enquiries within this historic city.

‘Exponare gives the council a whole new dimension in Location Intelligence. It offers the freedom for users to see what they want to see in the way they want to see it, through a user friendly, up-to-the-minute web environment.’

‘This will prove invaluable to a number of council departments, in particular our emergency planners will be the first to integrate Exponare as an essential operational tool,’ concludes Nikolic. MapInfo GMS 3.1, recently accredited by IDeA as complying with BS7666, has been designed to reach as many users of gazetteer

data as possible. Third party systems can read data directly from MapInfo GMS in an open, unrestricted manner. This allows gazetteer information to be brought to life in a wide variety of contexts and is designed to be deployed on a single desktop or as an integral system across an organisation.

MapInfo Exponare is a configurable suite of server-based enterprise applications that allow an organisation to deploy maps and control access to data over the internet or on an internal network. It provides a cost-efficient mechanism to share information with internal and external customers. Exponare empowers end users of varying skill levels to connect to multiple sources of corporate data and discover the full extent of their information resource.

‘Canterbury City Council has long been a valued customer of MapInfo and is one of the most progressive GIS departments in Local Government,’ says Matt Tuohy, Public Sector Sales Manager, MapInfo UK & Ireland. ‘We believe that its adoption of GMS and Exponare will deliver broad reaching benefits, both externally to help meet the ODPM directives and internally to ensure wide reaching new efficiencies from planning to parking and beyond.’

‘MapInfo’s Exponare does exactly what it says on the tin – and then a whole lot more,’

Loretta Nikolic
GIS Manager
Canterbury City Council



Canterbury Cathedral

MapInfo announces Exponare™ v2.4

MapInfo Exponare v2.4, an enterprise application that enables customers to distribute, access and share corporate data, using a map enabled portal has now been released.

Delivering rich functionality, which augments web-based Location Intelligence solutions for the public sector, MapInfo Exponare v2.4 supports e-Government requirements for a citizen portal to provide essential location-related information. Exponare now facilitates location-based reporting of street incidents, such as an abandoned vehicle, from members of the public, via a map-based interface on a council’s website, pivotal in delivering on ODPM Priority Outcome G5.

With this latest release other enhancements include advanced graphical water-marking for map data to enable vital copywriting on maps at different zoom levels and overall performance improvements.

Less than a year on from its launch, Exponare has been purchased by a number of Local Authorities across EMEA, including Canterbury City Council, South Kesteven District Council and the City of Gothenburg, Sweden.

‘MapInfo Exponare was developed

to meet the growing demand for the centralised management of corporate data, whilst assisting Local Authorities to address Central and Local Government directives,’ says Chris Bolam, Public Sector Product Manager, MapInfo, EMEA. ‘Customer feedback has been valuable and it is only by working alongside our partners in Local Government that we can be sure to evolve the range of functionality required to deliver the most effective solution on the market.’

MapInfo Exponare is a configurable suite of server-based enterprise applications that allow an organisation to deploy maps and control access to data over the internet or on an internal network. It provides a cost-efficient mechanism to share information with internal and external customers and offers both depth and breadth of capability due to its strong emphasis on central deployment and management, data integration, ease of use and its ability to be configured by non-programmers.



Location Intelligence to the rescue!

West Midlands Fire Service (WMFS) has awarded a 90-license contract to MapInfo partner and integrated solution provider, Imass for a GIS-based in-vehicle Mobile Data Solution developed on MapInfo technologies.

Serving a population of 2.6 million covering an area of 356 sqm, West Midlands Fire Service is the second largest fire district in the UK, outside of Greater London, representing one of the most significant emergency service agreements in the history of the long standing partnership between MapInfo and Imass.

An established convert to GIS-based systems, WMFS was looking to adopt new technology in its bid to constantly improve service to the community and support for the health and safety of its fire fighters.

'We chose the integrated Imass Mobile Data Solution with MapInfo technology for its proven pedigree

in delivering intuitive access to a wide range of operational information,' says Sean Kelly, ICT Manager, WMFS.

'The solution covers all the bases – and then some; it's a state-of-the-art, in-vehicle system which will deliver a raft of mission critical information, including brigade-wide mapping, hydrant and asset management, Chemdata*, distance gauging and real-time two-way communication.'

'Our fire fighters will be able to view essential operational information such as water supplies, the storage of hazardous materials and type of occupancy of the site. Critically, the crews will have access to digital photographs of the incident area – helping not only to protect the lives of fire fighters but to assure the safety of the public at large.'

The real-time location data significantly increases efficiency and accuracy by allowing Command and Control to pinpoint the exact location of an incident, whilst instantly assessing potential hazards in the vicinity, while the GPS systems continually tracks the appliance (fire engine) and supports 2-way communications with the radio bearer.

Imass and MapInfo have partnered on GIS-based solutions developed on MapInfo technology



for many of the UK's fire services; more than 25 districts from Heathrow Airport to Fife.

'MapInfo technologies are key components to the integrated location based solutions we provide to many of Britain's emergency services,' says Andy Kerr, Senior Business Consultant for Public Safety at Imass. 'As the technology develops, our partnership is able to deliver on the ever increasing needs for effective response and preventative action in combating natural and man-made threats.'

Deployment across the 41 fire stations within the WMFS district is expected to be completed by March 2006.

'Location Intelligence is paramount

to the effectiveness of our emergency services, a fact which West Midlands Fire Service wholly embraces,' says David Flower, Vice President and General Manager, MapInfo EMEA.

'Working with Imass and WMFS on this tender has crystallised the incredible advantages to be gained in emergency situations by the efficient integration of mapping data with real time information and two-way communication. This implementation helps to save lives. We are privileged to work with such foresighted professionals and look forward to ensuring a smooth deployment and successful usage.'

* a specialist chemical database



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Working with OS MasterMap Integrated Transport Network™ data

Local Authorities and other public sector organisations with transport and routing requirements can now use the Ordnance Survey's MasterMap Integrated Transport Network™ (ITN) layer with MapInfo's Java-based routing solution – MapInfo Routing J Server.

By creating an ITN format for MapInfo Routing J Server, users are now able to access ITN data through MapInfo's standard server product, and through MapInfo's web services platform Envinsa. In this way Routing and Transport data can be accessed via any software application that supports web services such as MapInfo Profes

sional or even Microsoft Word.

The Integrated Transport Network layer provides a detailed overview of Great Britain's transport infrastructure complementing the MasterMap topographical layer – and is ideal for a wide variety of needs from navigation to asset management and from traffic analysis to accessibility studies.

ITN data, which is available under the OS Mapping Services Agreement (MSA) offers a host of essential application areas for a Local Authority. This can include the provision of routing information for public amenities, analysis and optimisation of school transport routes and route planning for field based staff and engineers.

For the emergency services, ITN data can be used to help plan routes that avoid driving restrictions, speed up response times and save lives. It also allows them to plan evacuation routes for special events. For more information email: europe@mapinfo.com

MapInfo Confirm™ delivers on asset and infrastructure management for UK Local Authorities

Asset and infrastructure management plays an increasingly pivotal role in the efficiency of Local Government and as such, provides a truly complementary service to the MapInfo suite of business applications.

Confirm was added to MapInfo's portfolio in September 2004 when the company acquired Southbank Systems Ltd, in a move to create a more comprehensive business applications suite for the public sector.

Over 100 Local Authorities and Government Agencies have now deployed Confirm which provides an essential tool in the maintenance and management of all highways and engineering council assets, including bridges and structures, parks and play areas, property management, trees,

refuse, street lights and street works. Many councils are also tailoring the system to deliver on additional financial, CRM and asset management solutions.

'By integrating Confirm into our *modus operandi*, we have not only raised efficiency levels beyond target but have tangibly saved the council significant payouts on insurance claims across the board,' cites Keith Pennington, Head of Engineering Services at Knowsley Council.

'As a cost efficiency tool, Confirm

is unparalleled; our website integration provides a public interface which automatically routes complaints to the correct department, these are then graded for response and repair requirement and actioned accordingly by our team of three highways inspectors, via PDAs with secure access to our VPN.

'The ability to respond quickly, assess efficiently and act effectively has reduced our insurance risk from £10m in the late nineties to £5m this year and it's still falling £1m year on year – to be honest, with all the bases covered, the lawyers have no where to go!'

In addition to waste, highways and traffic, Tommy Keys, Confirm Database Manager at Bromley Council, has harnessed the value of Confirm as an impressive CRM tool: 'We rolled out the CRM module across our Customer Services Centre, allocating fifteen licenses a year ago. Over 3,600 public enquiries have been processed in the last six months alone and

feedback from Customer Services is unprecedented. Confirm is not only enabling effective public communication, but helping us to deliver on key e-Government directives.'

Divided into four distinct asset management and infrastructure service groups, Confirm provides an in-depth management support system across all Local Government needs relating to engineering, environment, customer service and enterprise.

At the user end, Confirm supports an unprecedented personal relationship in managing specific disciplines whilst it effectively serves many masters.

'Local Authorities are constantly reorganising themselves,' says Tony McNeillis, Sales Director, MapInfo. 'Confirm allows for the fluidity of use and users, adaptable to departmental re-organisations, new directives and the constant change in the demands made by the environment and citizens alike.'

Confirm™ manages Aberdeen street assets in efficiency drive

Aberdeen City Council has selected MapInfo's flagship infrastructure asset management solution, Confirm™, in a three year contract to manage and maintain all roads, street lighting, ground maintenance and property management assets across the city in a single system.

'We selected Confirm as the solution with the most comprehensive capability in terms of configurable software to provide us with a single, manageable database solution across a wide range of corporate asset management needs,' says Dave Gordon, Corporate Director of Environment & Infrastructure Services for Aberdeen City Council.

'In addition to meeting requirements of Local and Central Government directives, the implementation of Confirm directly meets our corporate objectives within the *aberdeen futures* initiative – enabling the devolution of responsibilities to neighbourhood areas. Aberdeen is driving up operational efficiencies and driving down costs. Pivotal to delivering on these

goals is a robust up-to-the-minute record system embracing all our location-based assets, creating inventories and logging and evaluating maintenance requirements and costs.

'Confirm not only delivers on all our asset management needs, but opens up a wealth of wider benefits through ease of integration with other related council services – critically, finance.'

Currently under deployment, with an estimated 12 month training and roll-out period, Confirm will bring together a range of disparate new and legacy management systems under one umbrella, within a single database. MapInfo Confirm professional services will maintain a hands-on approach to the project



Sheila Joiner, Project Manager, Aberdeen, together with David Flower and Tony McNeillis of MapInfo celebrate Confirm's selection

management throughout, from set-up to database population, implementation, consultancy, training and support.

'Aberdeen is a highly progressive council with a clear vision of the benefits around the creation of asset management efficiencies and the delivery of effective services – both inward and outward facing,' comments David Flower, Vice President and General Manager of MapInfo EMEA.

'We are delighted to have been selected by Aberdeen City Council and are confident that we can deliver on the critical framework it needs to achieve its corporate asset management goals in relation to its Neighbourhood strategy

of providing more local access for the public on street related issues.'

A tried and tested asset management solution for the public sector, Confirm has been deployed by over 100 UK Local Authorities in some of the UK's busiest councils, including Birmingham City, Coventry City, Liverpool City, Surrey County, West Sussex County Dundee City, Swindon Borough and Medway plus a number of London boroughs and Government Agencies. Key infrastructure and maintenance services managed by the system include roads and highways, street lighting, grounds maintenance, refuse collection and property management (public buildings), among many others.



Location Intelligence: a matter of national security

The Police National Information and Coordination Centre (PNICC) has adopted a MapInfo solution for its new resource intelligence system.

PNICC, a division within the Association of Chief Police Officers (ACPO) supports police forces in England and Wales whenever in an emergency situation the issues and resources may be beyond the remit or capacity of any one or group of police forces.

Essentially a Business Intelligence tool, the new system provides for a central mapping of location-based resources across more than 43 police forces in the country in order to respond to national and international events and incidents with greater efficiency.

Now in the process of full deployment, the web-based data collection system provides a comprehensive analysis of the location of manpower, equipment and facilities, typically required for operations relating to public disorder, terrorist-related incidents and any of the increasing number of significant resource deployment

requirements both at home and overseas.

'MapInfo plays a pivotal role in this revolutionary system for resource management,' says PNICC information officer, Mike Brown.

'It was no longer acceptable to rely on spreadsheets and stand alone reports to be sure of what resources we had to deploy at any one time. Now we have a real-time, location based management tool, which allows us to accurately deploy officers and equipment – nationally or internationally – whilst being certain of retaining the needs of individual forces across the country.'

'The resource management system created by MapInfo for the PNICC clearly illustrates the overwhelming benefits of Location Intelligence led solutions,' says Mike Ashmore, Corporate Account



Manager, MapInfo. 'By creating a framework detailing a comprehensive, location based 'itinerary', the PNICC is in a stronger position to swiftly and efficiently order the deployment of resources to meet the growing needs of national and international security.'

The system allows ease of access and data interrogation by operations and senior officers across the country to assess location-based resource data as a critical decision resource and reporting tool.

Once fully deployed, the system will reduce the effort and resource previously required by ACPO to gather statistics, produce reports

and manage the redeployment resources.

Critical to today's uncertain meteorological and terrorist climate, the MapInfo system will provide a valuable reporting tool for Cabinet Office Briefing Room (COBR), the UK Government committee responsible for responding to national emergencies and for providing the Prime Minister with vital information of the day and secure lines of communications to the police, army, hospitals and all other relevant branches of Government.

New York maps crime

The New York Police Department has adopted MapInfo technology as a critical component of its new Real Time Crime Center.

With more than 12m emergency calls and 1.3m complaint and arrest records processed each year by the NYPD, the Real Time Crime Center is a valuable crime fighting resource. The first of its kind, the technology nerve centre gives detectives instantaneous information on homicides and shootings citywide, enabling them to identify and respond to emerging crimes.

Based on MapInfo MapXtreme, the system allows detectives to get detailed maps of the City precinct-by-precinct and track suspects to locations where they are most likely to flee. Detectives are able to access data from a number of sources in real-time, allowing better identification of geographic relationships.

'Strategic mapping capabilities provide NYPD crime analysts with an intuitive way to analyse and view crimes by type and location,' said NYPD Deputy Commissioner Jim Onalfo. 'With the added location component, the Real Time Crime Center delivers critical information and visual analysis to detectives in seconds, helping the NYPD stop spikes in crime before they become trends and assist in locating and apprehending criminals.'

Before the Real Time Crime Center, detectives had limited access to information about the possible locations of suspects. Now they can access this information in minutes via phone, fax, email or pager before arriving at the crime scene.

Cumberland County (US) residents find out what's in their backyard

Cumberland County in North Carolina is launching a web site based on MapInfo Exponare and MapXtreme to provide public access to information about real estate and transportation projects. The web site will also deliver enhanced emergency services, providing municipal responders with more information about the specific location of E9-1-1 calls.

With the MapInfo Exponare web site, residents can now select land by address, parcel number or by simply clicking on a map, and see all of the proposed transportation projects within 1,000 feet or a half mile of the property. Realtors and citizens can use the site and valuable information about taxes,

flood zones and rural water districting is also available.

In addition, Cumberland County is able to enhance its E9-1-1 services through the web site, resulting in quicker and more accurate responses to citizens, especially in the smaller municipalities.



Group Sales Director joins MapInfo

Steve Broughton has been appointed as Group Sales Director, MapInfo EMEA; a specially created role reflecting the company's strategic response to rapid market growth in the enterprise arena.



Steve Broughton

Joining MapInfo from Business Objects (UK) Ltd where he was Vice President and Managing Director, Steve Broughton is charged with driving the value of Location Intelligence across the enterprise

environment, underpinning MapInfo's corporate growth plans and its business development focus across key vertical sectors; specifically, public sector, retail, telecommunications and finance.

In parallel, Steve is tasked with the strategic integration of the sales teams, following the company's recent acquisitions in the UK including asset management solution providers Southbank

Systems Ltd, and GeoBusiness Solutions Ltd a provider of location-based analytical and modelling services and software.

Local Shopping Patterns: an invaluable town centre planning tool

A new MapInfo dataset, the 2005 National Survey of Local Shopping Patterns, is the most comprehensive and definitive source of comparison goods, grocery and retail park catchment and penetration rates available and is based on the largest household survey of shopping destination preferences undertaken in Great Britain.

Incorporating three data sets: non-food, grocery and Retail Parks, the NSLSP identifies the catchments and catchment penetration rates

of comparison goods trading locations (towns/shopping centres); grocery branches (superstores and supermarkets) and retail

parks throughout Great Britain.

The NSLSP can be combined with any MapInfo data set available at Postcode Sector level, such as demographic, income, lifestyle or expenditure, enabling organisations to visualise the primary, secondary and tertiary catchments and/or shopping population profiles for any individual location or group of locations.

As well as providing a robust market benchmark for retailers and shopping centre owners, the NSLSP can also be an invaluable planning tool for Local Authorities and town centre managers seeking

to regenerate town centres and to understand the catchments and business potential of a shopping centre or town.

In addition to comparison goods shopping patterns, the NSLSP identifies the catchment area and penetration rates achieved by branches of grocery retailers, including leading players like Asda, Morrisons, Sainsbury's, Tesco and Waitrose and provides the data required for detailed local competition analysis purposes. For more information email europa@mapinfo.com.

Hints and tricks: Seamless Layers



What is a Seamless Layer?

A Seamless Layer is a tab file that reads the location of several other tables and treats them as one layer within the Layer Control dialog box. Changes made to the Seamless Layer apply to all of the tables that make up the seamless layer.

Raster tiles are a perfect example of why you would use a seamless layer. Rather than opening many raster tiles and setting the zoom layering and greyscale or translucency options for each individual tile, you can 'stitch' them together and deal with the settings all in one go.

If you want to do this to a tab file that has attributed data then the structure of the tables has to be the same; the same column names, the same types of column e.g. Character, Integer etc.

The Seamless tool is in the Tool Manager in MapInfo Professional. Here is an example of how you would use it:

Open the necessary files; an example of a raster tile is shown left.

- From the **Tools** menu choose **Tool Manager**.
- In the **Tools** list, select the **Loaded** check box, for the **Seamless Table Manager**.

- Click **OK**.
- From the **Tools** menu, point to **Seamless Manager** and choose **New Seamless Table...**

The Save Seamless Map Sheet dialog box appears.

- In the File name box, type a name.
- Click **Save**.

A message will appear indicating that the seamless table has been created.

You can now see a layer in layer control. Use this layer to make your settings. This is a simple tool but one that can save you a lot of time!



South Kesteven reaps the benefits of Location Intelligence

South Kesteven District Council, a mostly rural but highly progressive Local Authority in the heart of Lincolnshire, has also deployed MapInfo Exponare™ to provide internal and external facing communications and data management to deliver on a range of community needs as well as on e-Govt and ODPM directives.

Recognising the power of a web-based Location Intelligence solution for the delivery of both public facing communications and internal data sharing, South Kesteven DC deployed MapInfo Exponare in March 2005, through MapInfo partner CDR. The council is already able to report significant increases in efficiencies across the council.

‘MapInfo Exponare allows us to do precisely what we want to do’, says Andy Nix, IT Support Manager, South Kesteven District Council.

‘Although it’s still early days,

Exponare is already knocking down internal and external communications barriers whilst helping us to streamline our processes and support efficiency drives across the council.’

‘Exponare is a new generation solution, compatible with our core platforms like the .Net environment, providing an excellent fit with our drive to share Location Intelligence internally whilst providing a public interface which communicates effectively with our processes.

‘CDR helped us to deploy MapInfo

Exponare which now presents the public with a valuable planning and environmental service and has been rolled out across the 400-plus council users to centralise critical data such as grounds maintenance for contractor relations, planning data and communications with key departments such as environmental services.

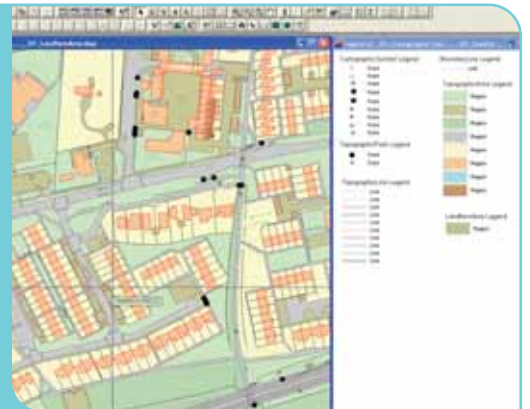
‘Roll-out internally is now complete, providing access to all council users while the external, web interface is already serving the public on key environmental and planning services – it’s extremely helpful for a small rural council like South Kesteven.’

‘We selected MapInfo Exponare through CDR because nothing else on the market was designed to address the holistic need we had to implement one central solution to such a wide range of need. This was coupled with the fact that it was an easy to deploy solution requiring no programming and yet took spatial data into our core operational systems and delivered on our main corporate objectives.’

South Kesteven is a predominantly rural community (population of around 150,000 spread over more than 365 sq miles) and effective council communications requires efficient public interaction. Key drivers like e-Govt directives and ODPM Priority Outcomes have helped South Kesteven and many UK councils, to focus on efficient delivery of public services.

Exponare offers both depth and breadth of capability due to its strong emphasis on central deployment and management, data integration, ease of use and its ability to be configured by non-programmers. It allows for the efficient sharing of information across an organisation and is a simple, powerful solution that makes location-based information an everyday business tool.

LOCATION INTELLIGENCE DRIVES DECISIONS



- Plan services
- Manage assets
- Analyse risk
- Deploy resources
- Respond to emergencies

Desktop • Web • Mobile • Enterprise

For further information about MapInfo Location Intelligence solutions, call +44 (0)1753 848 200 or email europe@mapinfo.com

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 **MapInfo**
Be Location Intelligent™



Dutch municipality adopts organisation-wide GIS

The municipality of Zoetermeer in the Netherlands has adopted a Location Intelligence solution based on MapInfo MapXtreme® for wide reaching improvements to internal and public information access.

Zoetermeer is a Dutch city of over 115,000 inhabitants and a public sector workforce of more than 1,200 people working in multiple locations around the municipality.

In 2001 it was decided to create an organisation-wide GIS platform providing a constant link between geographical and administrative information for both public servants and citizens.

Local systems integrator MX Systems was engaged to project manage the implementation of the solution, which was based on the MapInfo MapXtreme platform with Oracle Spatial database at the core.

Since full deployment, the geographical and administrative data are now linked on the basis of mutual characteristics, such as

address. MapInfo Professional is used to control the GIS information, working seamlessly with the Oracle Spatial database. This allows employees to manipulate relevant maps within the intranet whilst still being controlled by a central data management team.

The project was carried out in a number of stages, beginning with the development of an organisation-wide GIS system. Over 30 key maps were introduced into the system, covering key public references.

With the internal system in place, the next phase of the deployment was the public web-based interface, which allows citizens to access location data on a number of key municipal services, including fire and emergency services and waste management. For more information visit: www.zoetermeer.nl

Location Intelligence solutions aid India's largest urban regional development

With a population of over 14m, the Kolkata Metropolitan Area (formerly Calcutta) faces huge challenges for urban development. Covering an area of 1,785 sq km, which includes 38 municipalities and 340 rural villages, the KMA, one of the biggest urban agglomerations in India has enlisted the help of MapInfo technologies.

The challenge of planning and development for the KMA falls to the Kolkata Metropolitan Development Authority (KMDA), the single largest public organisation in India.

The KMDA recognised the need for a system that could provide easy access to spatial and textual data, improve analysis of existing urban infrastructures and integrate all data with existing IT systems across the region.

MapInfo was selected to work with Regal Services, a Calcutta based GIS consultancy, to develop and implement the Municipal Support Information System (MSIS).

The key components of the resulting location-based solution include: display modules which present information on municipal sites including hospitals, clubs, council offices, schools etc; general query modules (spatial and textual) and general report modules.

'MapInfo's solution is easy to understand, cost effective and user friendly. As we can now visualise data more easily, we can make more informed decisions that increase revenue, improve productivity and ultimately enhance the urban environment and living standards of the KMA region,' said Alapan Bandhopadhyaya, CEO of KMDA

Envinsa™ enables transport for Queensland's schools

More than 35,000 school students are eligible for Government travel assistance in south east Queensland. Queensland Transport subsidises travel costs for students living a set distance away from their closest state school, however, 16,000 students (who choose to travel to a more distant school) must apply for a 'top up' bursary.

Translink is the central transport agency responsible for the integration of the south east Queensland Public Transport system. The organisation's aim was to introduce an integrated ticketing system enabling passengers to travel to any destination within the route on just one Translink ticket, covering affiliated buses, rail and ferry services within south east Queensland.

Queensland Transport called on MapInfo, having a long-established partnership in the successful development of a custom mapping solution. MapInfo quickly delivered an internet solution based on its Envinsa platform, which provided a consistent platform across all offices, was user-friendly and compatible with existing technology whilst achieving delivery of information to external clients and the public.

The overall solution provides a secure log on to a server that contains road, school, address and other relevant spatial information. MapInfo's Envinsa platform enables the system to find a student's home, nearest eligible school and school of choice. In parallel, it allows operators to calculate the shortest possible routes and quickly determine and display student 'top-up' revenue and provides audit capabilities.

'Improved service delivery to parents and children is the core benefit we've experienced,' said Simon Bobeldyk, Queensland Transport's Business Analyst. 'This solution provides a shining example of how private enterprise and Government can work together to deliver an enhanced service that benefits the public.'

MapXtreme® breaks ground in Australia's Northern Territories

Northern Territory Police, Fire and Emergency Services implemented a ground-breaking crime prevention solution which combines Business Intelligence with GIS to deliver the ultimate Location Intelligence solution

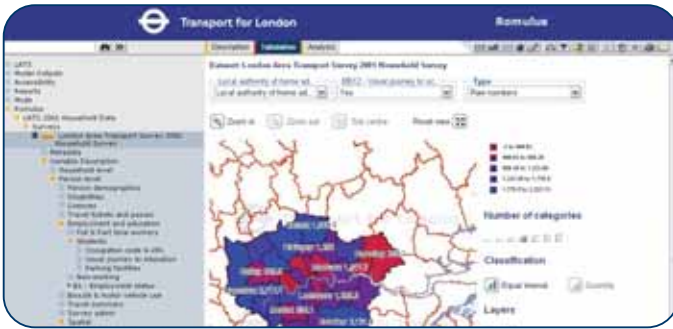
As part of its drive towards intelligence led policing, the ICT group of Australia's Northern Territory Police, Fire and Emergency Services (NTPFES), has implemented a GIS technology led framework based on the MapXtreme platform developed through MapInfo partner Integeo.

A combination of a Business Intelligence (BI) system and GIS analytics has been developed by Integeo to deliver a robust framework designed to assist the 1,000-strong police force with intelligence gathering and analysis to support crime investigation and prevention across an area twice the size of Texas,

from Darwin to Alice Springs.

Deployed this year, the Location Intelligence solution is already enabling police analysts, with no specialist programming skills, to create interactive geo-spatial applications that help the Force to formulate strategic approaches to combat crime.

Critically, the ICT team can now easily relay visual information to officers in the field for immediate action via the web interface and, in parallel, the system provides an invaluable reporting tool for the Police Tasking Coordination Group.



Data analysis mobilises Transport for London

MapInfo partner Minnerva has announced the development of a ground-breaking data analysis solution for Transport for London (TfL) with software partners Nesstar.

'Romulus' is a web-based system operating with MapXtreme, which manages, disseminates and exploits the extensive and diverse sources of transport-related information that TfL produces to

support its transport policies and infrastructure planning.

The new system is designed to support a largely professional user-base that can extend beyond TfL to a wider community in London

with interests in transport matters. These include researchers and planners in the London boroughs and the Greater London Authority, as well as specialist consultants and academics.

Romulus provides a powerful infrastructure for exploiting information, with MapInfo's MapXtreme web-enabled GIS playing an important role in making the complex information comprehensible to users. Romulus offers both a tool for extracting the best value from the data that is available to TfL and a resource that can readily be exploited by groups within or working for TfL who have a need to share information.

Deployed for the primary purpose of disseminating information, Romulus provides the flexibility to support a wide range of applications that require information to be shared. A variety of geographical boundary sets are employed so that MapXtreme can be used

to support displays of survey information for the whole London region or much smaller parts of it, as well as matching the characteristics of different sets of data.

The core information content of Romulus is provided by major surveys undertaken by TfL, including surveys by London Underground and London Buses. These establish and monitor people's travel patterns and preferences; but more information is derived in the form of reports and analyses, including those from complex transport modelling.

The Romulus project has been developed within the Transport Planning and Policy division of Transport for London who are administering the system.

For further information on Romulus, contact Miles Logie, Project Director, Minnerva.
Tel: 01707 333835
Web: www.minnerva.co.uk

MapInfo Gazetteer Management System accredited by IDeA

The MapInfo Gazetteer Management System (GMS), designed to help Local Authorities to maintain Street and Land & Property Gazetteers, has been accredited by the IDeA (Improvement and Development Agency) as complying with the British Standard BS7666.

The IDeA accreditation provides clear endorsement for MapInfo GMS 3.1, which was developed and tested extensively with gazetteers across a number of UK Local Authorities. It is proven to deliver the most effective, accurate and flexible solution on the market for the capture of gazetteer data.

Enterprise gazetteer management is increasingly at the core of Local Council operations, impacting every department in delivering critical efficiencies. The accreditation by the IDeA provides the stamp of approval for what MapInfo believes is the most effective address data tool on the market.

Already deployed by a number of Local Authorities including Portsmouth and Canterbury City Councils, MapInfo GMS is meeting the increasingly critical needs of large-scale gazetteer management.

Malcolm Norman, GIS Development Officer at Portsmouth City Council, which recently integrated the MapInfo GMS into the council's Corporate GIS system commented: 'The MapInfo GMS gives us a truly versatile, highly manageable address tool improving on every internal and external facing data need. The graphic interface is logical and easy-to-use. As the system is Oracle-based it provides us with true multi-user editing

and the fact that the database is 'open' will enable us to offer a single source for all the council's addressing needs.'

'Control is at the core of the efficiencies we're experiencing; GMS provides unparalleled features enabling new levels of access restriction and control management. It significantly cuts down on errors in process and access, dramatically reduces repetition, and provides a full audit trail for valuable back up.

'Ultimately, Local Government is about people, places and spaces and we've not found a more effective system of harnessing the value of these essential commodities than MapInfo's GMS.'

MapInfo GMS has also been designed to reach as many users of gazetteer data as possible. Third party systems can read data directly from MapInfo GMS in an open, unrestricted manner, allowing gazetteer information to be brought to life in a wide variety of contexts. It is designed to be deployed on a single desktop or as an integral system across an organisation.

With the IDeA accreditation and use of an industry standard database technology, IT departments can host the database, leaving local gazetteer custodians free to concentrate on managing and configuring the application to ensure the data is within the control of those who understand it best.

AdminLine Ward Boundaries 2005/1 now available

Ward or equivalent, district, unitary authority and county boundaries: at 1:10 000 scale. Ideal for Local Authorities and County Councils; those who work in PCTs or the NHS; Development Agencies; and Public bodies using information created at ward level.



New features in MapInfo Professional® v8.0

MapInfo Professional v8.0 users are able to work more effectively and produce higher quality results.

With new features such as faster editing tools, new data creation and analytical capabilities, enhanced data access and work area enhancements, MapInfo Professional v8.0 provides increased flexibility and productivity for users of all experience levels – from power users to those new to mapping. No programming skills are necessary and users should be able to work more effectively and produce higher quality results.

MapInfo Professional v8.0 also provides increased support for industry standards including the Open GeoSpatial Consortium (OGC) for Web Feature Service (WFS) and enhanced Web Mapping Service (WMS). With a superior level of integration and interoperability, users are able to incorporate data from different

sources including direct support of industry standard databases from Oracle, Microsoft and IBM, third party data and proprietary company data, and view it on a single map for enhanced analysis. This improved interoperability enables greater collaboration with colleagues, partners and customers.

The added support of advanced Oracle capabilities such as Oracle® Database 10g Workspace Manager allows joint MapInfo Professional and Oracle customers to work with server side versioned data for optimal data sharing and business process enablement. The ability to easily maintain different versions of the same database table data on the server better meets customers' needs to edit the same data in a distributed environment.

With MapInfo Professional, organisations can quickly determine optimised relationships between the location of their assets, customers and competitors. Based on this analysis, users can make better decisions about new products and services, customer support and revenue potential.

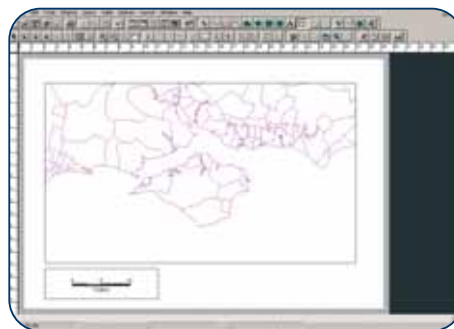
ProViewer v8.0

Available free, download MapInfo ProViewer to share MapInfo Professional maps and analyses. ProViewer allows others to view and manipulate your creations even if they do not have MapInfo Professional.

EasyLoader v8.0

The latest release of MapInfo's RDBMS uploading utility is now available providing a quick and simple interface to upload multiple spatial files (TAB files) to your database of choice. EasyLoader supports connections to Oracle10G Spatial, Oracle9iR2 Spatial (using OCI connection), and ODBC connection to Microsoft SQL Server and IBM Informix.

Hints and tricks: Page Layout tip



A cartographer's requirement

How do you get the ScaleBar to appear outside the maps frame in the Layout window?

These are the steps that you need to take to achieve the result:

- Create a clone of the Map and create a Scale bar in that map.
- From the **Map** menu choose **Options**.
- Set the **When Resizing Window** option to **Preserve Current Scale**.

- In **Layer Control** uncheck the **Visibility** for the map layer(s).
- Resize the cloned window so that you see just the ScaleBar.
- Finally, in the New Layout window create a frame for the Main map and the ScaleBar.

If you are going to experiment with various map scales or zooms, then it might be an idea to use the tool called Sync Windows to ensure that the scale between the two windows is always the same.



COMMENTS AND FEEDBACK

We welcome your feedback. Please send comments and ideas for contributions to:

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Paving the way in Vietnam

MapInfo's technology has helped Vietnam to meet the country's defined poverty reduction and economic growth objectives.

Vietnam consists of 64 provinces and has a population of over 82 million people. Rural transport infrastructure is extremely poor in comparison to the country's urban areas. Less than 24,000 kms of the 170,000 kms of road are paved highways, leaving more than 50 per cent of the region's road network inaccessible.

In 2000, the World Bank, together with the Department for International Development (DIFID) and the Vietnamese Ministry of Transport, joined forces to implement the 'Second Rural Transport Project', which aimed to reduce poverty in rural Vietnam through road access to rural communities across 41 provinces.

'Transport infrastructure is a key catalyst for economic development within rural Vietnam,' said Kirsteen Merrilees, Deputy Project Manager of the Project. The Second Rural Transport Project was implemented to strengthen the country's economic competitiveness and meet community demands in rural Vietnam. The Project has already had a positive impact in terms of rural communities' access to health and education services and markets and has acted as a catalyst to bring electricity and improved telecommunications to rural areas.

Working through local partner and MapInfo Solution Provider, GEOBIZ, a Vietnamese owned

joint stock company, MapInfo Professional was implemented throughout Government departments and the Ministry of Transport, enabling the provinces to manage geographically based assets, such as road and bridges and to plan logistics for road maintenance and emergency responses.

MapInfo Discovery was also implemented so maps could be accessed via the internet and shared.

'Using MapInfo's technology, the Second Rural Transport Project has helped ministerial and province level decision makers to understand the benefits that can be gained by Location Intelligence solutions. MapInfo provides a visual solution to assist rural road management and planning at central and local levels,' said Merrilees.

Excellence by association

MapInfo is an active member of the key public sector and commercial organisations which drive the standardisation of data exchange and support joined-up Government. These include:

The Adapters Club is an ODPM sponsored project working with suppliers and Local Authorities to define common integration definitions. These can be utilised to build standardised adapters across multiple business applications, to reduce their implementation costs and encourage common disciplines.

The Open Geospatial Consortium (OGC) is a non-profit, international, voluntary consensus standards organisation that is leading the development of standards for geospatial and location-based services.

Intellect UK is the trade association for the UK hi-tech industry. The membership comprises organisations both large and small from the UK's information technology, telecommunications and electronics sectors. Intellect is the body UK hi-tech companies must be active in to influence policy, improve markets, and enhance business performance.

The AGI represents the interests of the UK's geographic information (GI) industry; a wide-ranging group of public and private sector organisations, suppliers of GI software, hardware, data and services, consultants, academics and interested individuals.

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