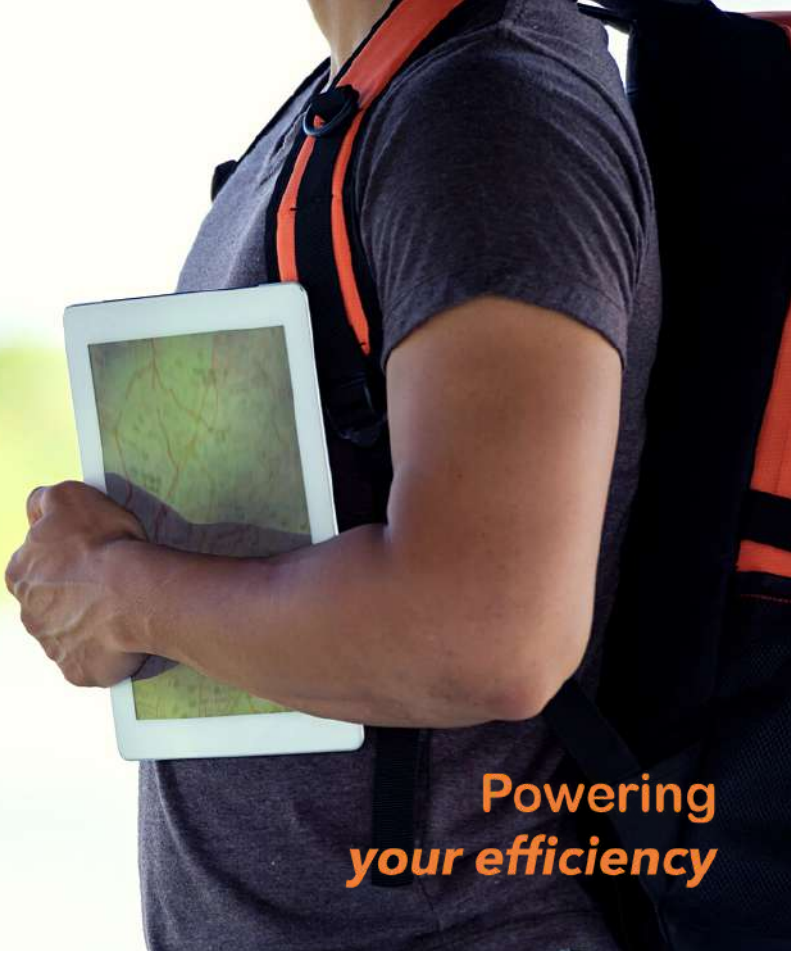

ezytreev

Crown Commercial Service Supplier

Sustainable management of your trees, parks and woodlands; from inspection to maintenance, works ordering and budgeting

ezytreev

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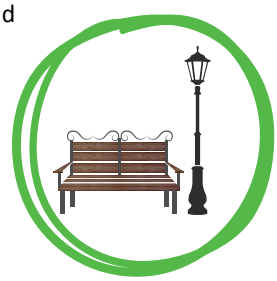

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ezytreev
Tree, TPO & Asset
Management System

THE SYSTEM

The system is designed/built to support local authorities, public and private sectors to fulfill their commitment to manage and maintain their tree, woodland and landscape resources on streets, in public parks and green spaces, on council estates, along highways, public roads, railway networks and coastlines.

Ezytreev can be incorporated into a wide range of management scenarios with major application areas including trees, physical assets and landscaping features of any shape and size, as well as TPO management.

- **trees and groups of trees**
- **shrubs, lawns & flower beds**
- **street furniture and lighting**
- **fences, footpaths, paving, steps**
- **parking area equipment**
- **play and sport equipment**
- **coastal assets**

Feature-rich

Ezytreev is feature-rich and allows its users:

• To keep current and historic records of inspections, works carried out and enquiries with associated mapping, photos & documents;
• To schedule and perform inspections ensuring efficient data collection in field, to assess risks and document maintenance requirements;
• To determine the amenity value of trees and/or the total value of the tree stock;
• To promptly respond to emergency situations, record and progress tree or asset related enquiries with appropriate remedial measures;
• To schedule and generate work orders, provide feedback to individuals responsible for tree/asset care or maintenance;
• To forecast future workloads and justify budgets based on maintenance regimes and inspection results;
• To setup customisable data fields and generate customisable reports allowing users to tailor the data format to meet their data collection or analysis needs.

Cloud based

Ezytreev is cloud based and accessible from any location from both web and conventional interfaces, using a desktop computer, tablet or smartphone.

Launched in 2009, Ezytreev Cloud is an online alternative to an “on premise” installation. Clients benefit from the scale and security of a multi-tenant cloud system, digital data storage, data backup and 24/7 access to the system. All the data is hosted, stored and backed-up in the UK, with data centres recently switched to 100% renewable energy.

Integrated mapping

Digital mapping is central to the Ezytreev products, it is used to identify and view the location of surveyed trees, TPOs & assets.

Ezytreev works with all major GIS mapping formats including Web and open source mapping. GPS is used for navigation around maps and to assist plotting.

Integrated SmartSync System

Ezytreev’s SmartSync system ensures the seamless syncing of changes between data collection devices and the central server whenever a data connection is available.

On-site data collection and works are never suspended due to limitations on connectivity. Anyone working in the field has full access to all trees/assets/TPOs and mapping at all times. The system does not rely on mobile data. Notifications alert users when new enquiries, TPO applications, works orders are available to those who need to action them, and SmartSync can be used to receive them immediately.

Flexible configuration

Ezytreev allows users to build their own system to suit their unique requirements by:

- Choosing from a range of specialised add-on modules and features,
- Setting-up customisable data fields, adding drop-down menus and tick-boxes, tailoring data formats and defining recommended work priorities,
- Setting-up asset categories/types and items with customisable symbols associated with them.
- Defining colours to display trees/assets on the maps based on various attributes, including re-inspection (both overdue inspections and imminent inspections), risk category, and work priority assigned to an individual item.
- Generating customisable reports.

Centralised configuration and user management: User administrator can define user access rights and the access level for each user, restrict particular modules for particular users, as well as the menu options for a particular module, depending on the user's needs.

Filtering and reporting

Once logged-in, the user is presented with a set of information on a dashboard detailing the number of overdue or imminent inspections and outstanding works.

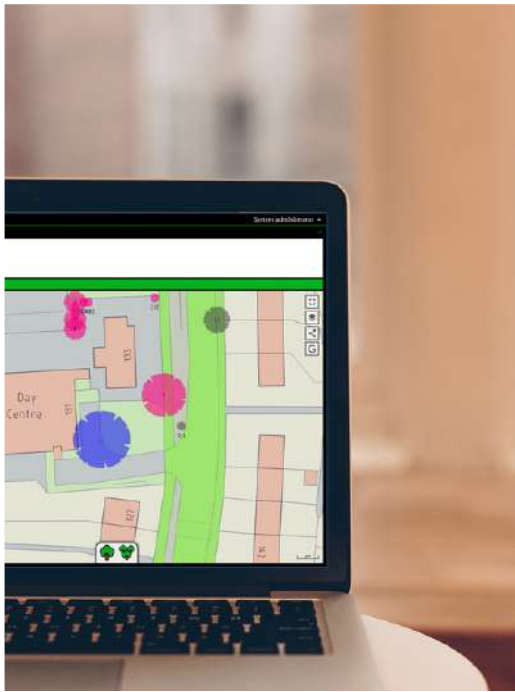
Data can be organised and presented in a neat and concise manner segregated by sites or by tree/asset attributes. Various colour-codes are used to indicate the priority of the work or the state of maintenance jobs. The user is able to filter data by any attribute (and multiple in combination). Searching is a simple and straightforward process, allowing users to search on any attribute including location, site type, owner, inspection due date etc.

Several forms of data outputs can be generated with Ezytreev (e.g., maps and graphs). Ezytreev offers a wide variety of reports which can be generated - detailed, cross-tab and summary and with the ability to select out the required attributes to be displayed. Users can create and save frequently used templates. Data and reports can be exported into Microsoft Word, Excel, HTML and other suites and can be used with other applications such as i-Tree.

Easy integration

Ezytreev can be integrated with a range of third-party applications including corporate mapping systems, financial management and business intelligence systems (for example; Power Bi) and utilises API and WFS connectivity.

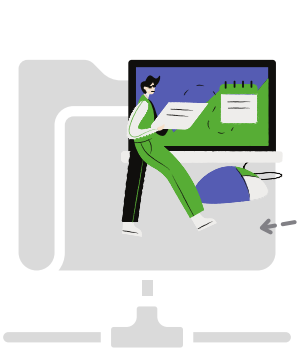
Ezytreev integrates with the new iTree Eco-Benefits API which provides industry leading tree benefit analysis. Ezytreev can also integrate with what3words and client's CRM systems (an example of this is FixMyStreet).



VISUAL PROCESS MAP

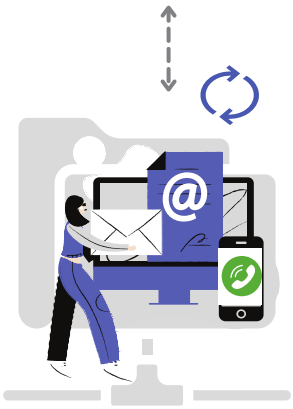
Integrated SmartSync System

CRM portal integration



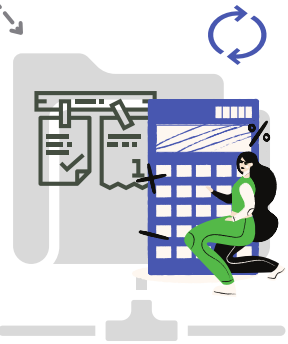
Desktop
(Tree data inventory, TPO or Asset management modules)

Inventory database (tree/asset stock)



Enquiries & Complaints (responding to emergencies)

Recording and progressing of enquiries including two-way integration with CRM system (for more info consult page 17).



Works ordering & budgeting

Orders are generated from recommended works, maintenance regimes or Ad-hoc. Contractor details and rates are set, once pressed "order" it goes live. Contractors receive orders, proceed & update the works status electronically (for more info consult page 19).

On-site data-collection App surveyor/inspector device

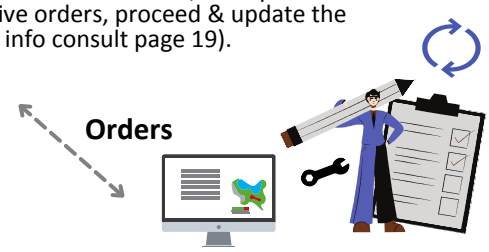
Tree/asset inspectors carry out planned or Ad-hoc (reactive) inspections and recommend works; TPO surveys and TPO application visits. When an enquiry is marked as requiring a visit a push notification is forwarded to the allocated surveyor/officer's device in real time. Once the inspection is complete, any further action is progressed automatically by the system
(for more info consult page 7).

Orders

Contractor / Tree surgeon device

Orders appears on chosen contractors tablet as soon as ordered.

Orders



Contractor Plus desktop for contractors

Orders appears on contractors/supervisors system as soon as ordered. They allocate specific works to individual teams/gangs. Each gang carries out the work specified on their own tablet in the order it's listed. Gangs or supervisor update work status once ready for approval (for more info consult page 21).

ezytreev

INTEGRATED MAPPING

Digital mapping is used to identify and view the location of surveyed trees, TPOs & assets. All mapping and tree/asset data is available on the desktop and all devices used by surveyors and tree teams in the field.

Mapping has tight links to the data inventory: any tree, TPO or asset selected in the database will be highlighted on the map and vice-versa. Ezytreev uses 'sites' and 'locations' for grouping together trees/assets within a particular boundary.

what3words addresses are displayed on the tree/asset details screen, and as an option for inclusion in outputs such as reports.

Custom build mapping

The base mapping (usually client's corporate Ordnance Survey MasterMap data) may be combined with any mapping layer used in the client's corporate mapping system.

Any informational layer in GIS can also be added, for example; ownership extents, designations etc.

Overlays in Tab or ShapeFile format, aerial photography & user-defined map layers including icons can be used to create a highly customisable, fast, low-cost mapping system which matches the capabilities of many specialised GIS systems.

Ezytreev also provides an integrated ‘street gazetteer’, allowing rapid identification of the location of a tree/asset in a given town, including searching for a street or even individual property & zooming directly to it.

ONSITE DATA COLLECTION

Ezytreev is designed to offer you an effective and streamlined method of data capture for all trees, TPOs, outdoor assets and landscaping features/resources and automatically displays a map based on the location. The Onsite App will hold all the mapping and data at all times allowing inspectors to work without a live connection to the internet.

Each device is setup for a particular user profile and it includes a data set specific for this user. The same data collection licence can be used for all installed modules, this could be for:

- Inspections
- Enquiries
- TPO surveys
- TPO applications
- Works orders
- Checking work quality

Access to the device data is password protected. All inspections carried out will have the inspector's details recorded, including date and time. The Ezytreev Onsite App is available for Android, iOS and Windows devices and there is a free demo mode where users can plot and inspect trees/assets and try out the features. It can be downloaded from the AppStore, Google Play and Microsoft store for free.

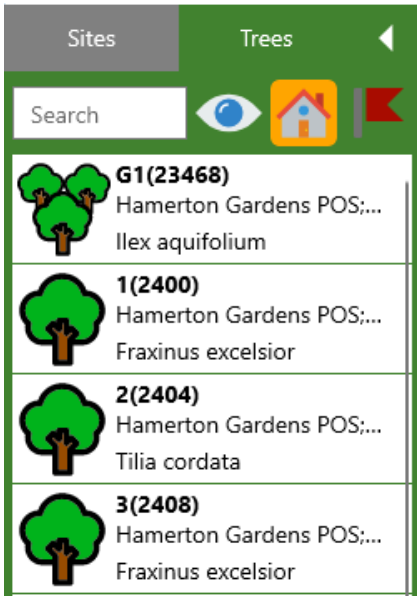
Data syncing

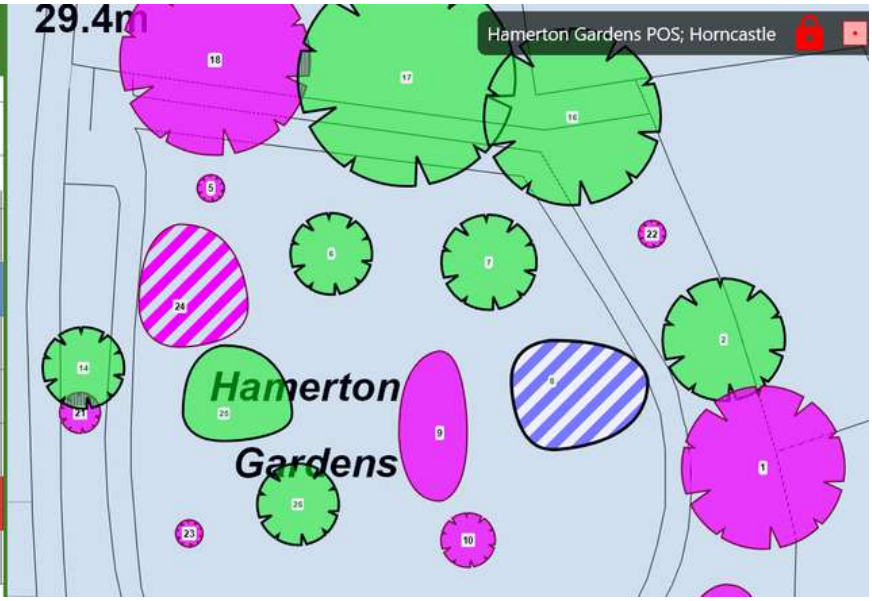
The Onsite App offers full on and off line capability via SmartSync, all tree/asset/TPO data and maps are on each device and can run independently without the requirement of the internet, Wi-Fi etc. The SmartSync web service keeps all data-collection devices and the desktop system in sync, it will automatically synchronise all the devices when a connection to the central server is established.

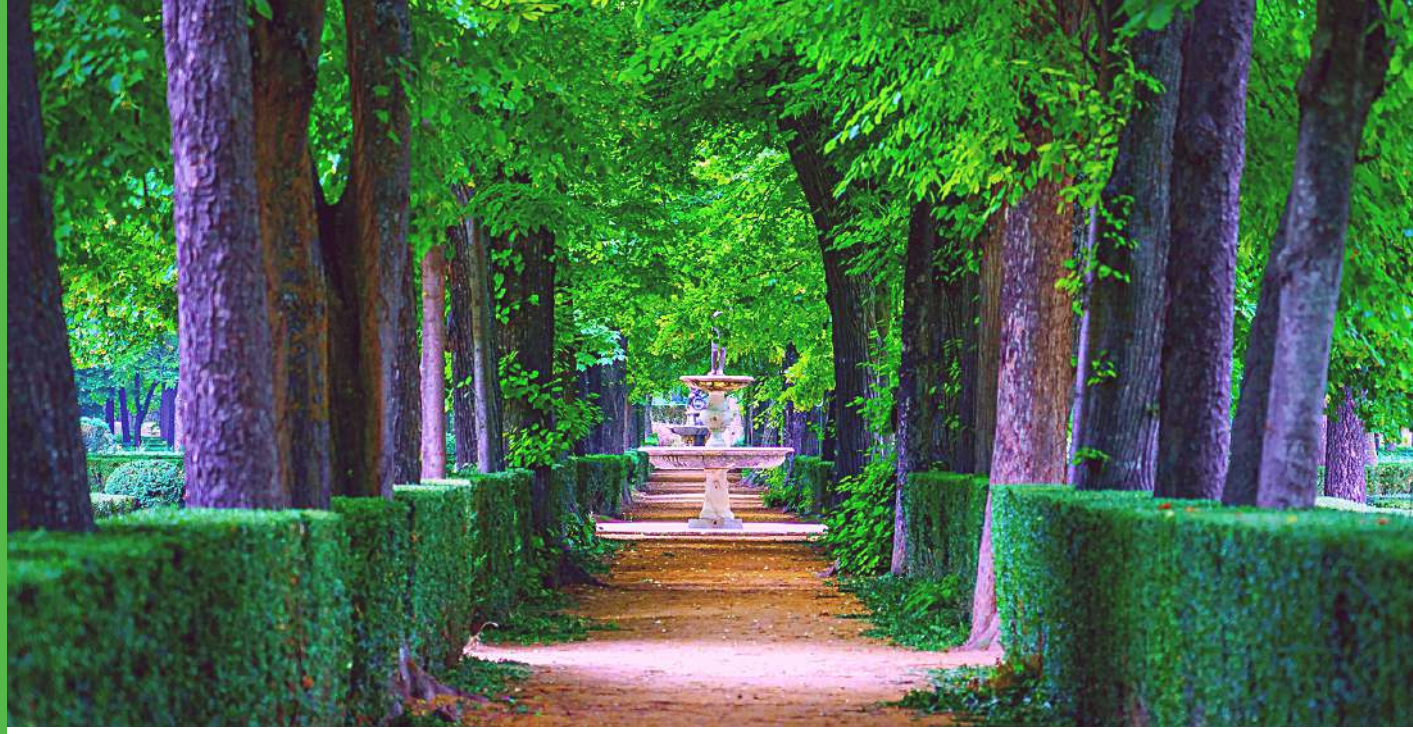
The system will identify updates to be made, and then merge them seamlessly over Wi-Fi, 3G & 4G across platforms.

Top features

- Colour-coding is used to identify due or overdue site, tree or asset inspection, both on the map and in the list. Sites, trees or assets can be ordered by their next inspection due date.
- The last inspection details are displayed on the device with a summary of all historical inspections.
- The ability to create whole-site inspections which sets the next site re-inspection due date.
- Tree/asset details screen optimised for fast and efficient data collection, with minimal typing. No requirement to complete every field when inspecting.
- Ability to copy and add/insert an existing point feature (eg. an individual tree) and all its inspection details with the functionality to make amendments to the new feature if required.
- Fast and user friendly polygon plotting/replotting methods for recording tree groups, areas and woodlands.
- In-built GPS is used to assist plotting features and offers a 'circle of confidence'. Trees/assets can be moved if plotted incorrectly.
- Ordnance Survey reference and what3words are automatically captured when a tree/asset/plot/group is plotted.
- ID numbers, species or asset item can be displayed on the map to help with locating the required feature.
- The ability to take and automatically associate photos against each tree, TPO and asset record and to set one as a default. Photos can also be associated with defects or features within the record and used in reports.
- The ability to record ad-hoc and emergency inspections as a result of enquiries received against trees/assets.
- An immediate notification will alert the user that a new enquiry has been added to their enquiry list. Enquiries can be listed by the completion deadline and visualised on the map allowing the user to better plan their route.
- The ability to plot, survey & amenity-assess potential TPO trees on-site including taking photos,
- The ability to carry out on-site review surveys of existing TPOs.
- Management of TPO applications & s211 notices, including validation, site visits & appeals.







TREE DATA INVENTORY AND ANALYSIS

Tree Data Inventory and analysis is a fully operational stand-alone module, forming a transparent system of tree management, from all detailed inspections and resulting maintenance/remedial works carried out, with mapping and photos assigned to each tree. Offers a great solution to ensure all surveys of your trees and woodlands are recorded accurately in accordance with the standards of the modern arboricultural practice.

Top features

- Management dashboard with complete tree inventory, by location/site/map.
- Each tree record holds current and historic data relating to the tree, inspections and works (including photos, documents and enquiries).
- In addition to recording individual trees, the ability to record groups, woodlands, inc. species breakdown, age structure & automatic calculation of tree count based on individual number of trees or tree density.
- User definable Tree Risk Assessment calculations (inc. user definable codes for scoring and colour codes for risk categories). Integrated QTRA calculator with automatic setting of risk category and works priority based on the score.
- Amenity valuation such as CAVAT or other methods.
- New Tree Eco Data options: a Tree Carbon Storage & Sequestration Calculator for Ezytreev web interface and optional integration with the new iTree Eco-Benefits API.
- Ability to define each tree's re-inspection interval based on its site type, risk category or a system-wide default (all in combination), as well as the ability to amend the individual next inspection date manually for each tree.
- Maintenance regimes can be set-up and multiple regimes can be added to each tree.
- Route planning for easier surveying and generating job tickets based on the route.
- Supports generation of works reports including maps and contractors rates for costing recommended works.
- User definable tree data analysis & reporting, extensive search and select facility, allowing to search on any attribute assigned to the tree, location, site type, owner, inspection due date etc.

Once logged-in, the user is presented with a set of information on a dashboard detailing the number of inspections overdue or imminent and also whether there is outstanding works.
Users can choose to display felled as well as proposed trees with a different symbol or alternatively 'hide' them on both the mapping and in the database.

Inspections can be scheduled based on a number of different criteria, the most common re-inspection intervals are based on the site type or risk category.
'Site Inspection' can also be viewed on the dashboard. A site inspection is a basic walkover survey of a whole site, checking for any obvious issues, with no requirement to perform a full Tree Inspection on each tree. The trees on the site however, will have a record to show it was part of a site inspection.

System configuration

Ezytreev allows recording of the most common tree attributes (species, dbh, height, crown spread, maturity, vigour, health, life expectancy, hazardous condition, damage or injury information), maintenance needs and recommended actions.

Ezytreev allows user to define the following data attributes:

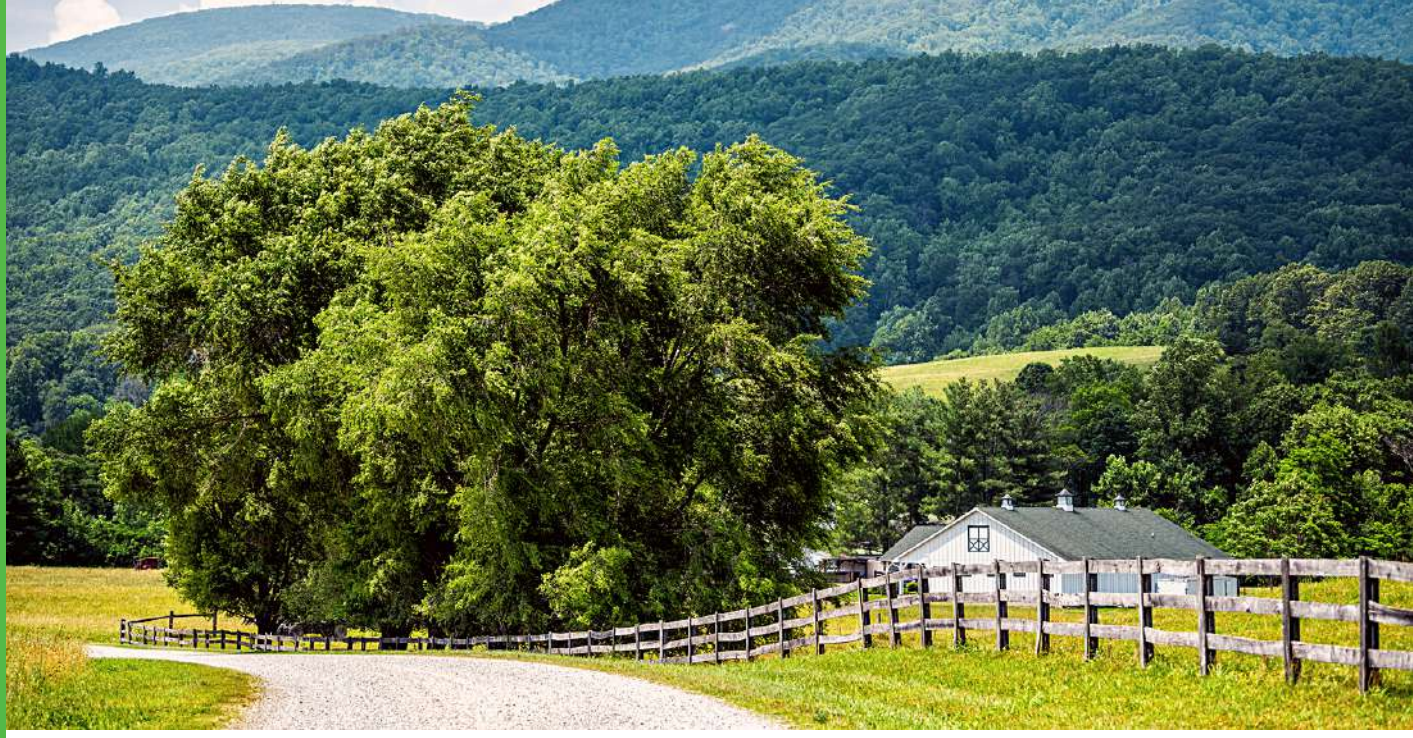
- Tree condition codes, feature codes, recommendations, re-order, group and retire codes without impacting on existing inspection data.
- Additional drop-down fields and tick-boxes for capturing data against each tree record and inspection.
- Recommended work priorities and timescale for completion.
- Bands for capturing height, spread and trunk data (with a choice to capture data using these bands or to record actual measurements with automatic selection of the relevant band).
- The ability to assign a tree owner from a list of options (to each tree or whole site level).
- Flags with YES/NO answers (eg. Insurance/Donated/Conservation Area etc).

Community Tree Portal - New Ezytreev product

Tree Data Inventory module can be extended further by integrating ezyPortal that feeds directly from Ezytreev and publishes Councils' tree data online for self-service access by the public; allowing users to identify trees, view a photo and basic information, learn about the eco-benefits each tree provides, any work carried out and submit an enquiry if required. This online platform can also allow the locations of upcoming new tree planting to be viewed.

Ash Dieback

More regular Ash tree inspections and removal programs are being put in place across the UK. Ezytreev makes it easier to assess and record Ash tree conditions, identify trees that require regular monitoring and manage re-inspection regimes. The system helps determine and manage the risks from the disease and plan the mitigation work based on priority level. It helps establish costs of tree works or replanting and define where extra resources will be needed. You can also highlight contaminated zones, and create maps of infected trees that can help detect a pattern of infection.



ADD-ON FOR PRIVATELY OWNED TREES

This add-on is used by Councils and highway authorities dealing with trees on private property that overhang, or are a danger to adjoining footpaths, roads or other public land. The module enables the creation of 'private tree cases' against the owner/responsible person, and an associated inventory of the affected trees.

Top features

- A register of private land owners/occupiers responsible for problem trees.
- The ability to associate each tree with a specific address and owner and manage trees against a private tree case.
- Generation of standard letters / formal notices (inc. Ash Dieback notification to private landowners) and recording of correspondence received and other documents/contact.
- Creation and progressing of Schedules of dead, diseased or overhanging trees to be issued to owners along with the accompanying letter(s).

TPO MANAGEMENT AND WORK APPLICATIONS

The most flexible solution for Local Planning and National Park authorities responsible for TPO and trees in Conservation Areas. Ezytreev TPO allows users to quickly and efficiently manage all tasks to ensure that trees with significant amenity value are adequately protected.

The system offers various methods of identifying trees for a new TPO, whether you are carrying out a survey, plotting trees while on an enquiry visit, reviewing an old TPO, creating a TPO from a conservation area (s211) notice or are plotting the trees manually from another source.

The module also offers feature-rich support for processing works applications/notices, both in the office and on-site.

Customisation options

- Data capture fields: Species, dbh, height, crown spread, maturity, vigour, health & life expectancy;
- Additional fields: Definable drop-down fields for capturing extra data against each tree record & survey;
- Amenity assessment: Support for industry recognised systems including Tempo & Helliwell, plus user defined methods;
- Flexible processes: Definable consultation timescales, TPO drafting stages & check lists to fit with corporate processes;
- Configurable templates: User definable model order documents & letter templates, site notices etc.;
- TPO reason codes: Definable codes applied to each tree or TPO with associated standard text for expediency;
- TPO schedule: Control schedule appearance with species description, tree location information & page formatting options;
- Application decisions: Customisable decision codes & linked decision notices.

Top features

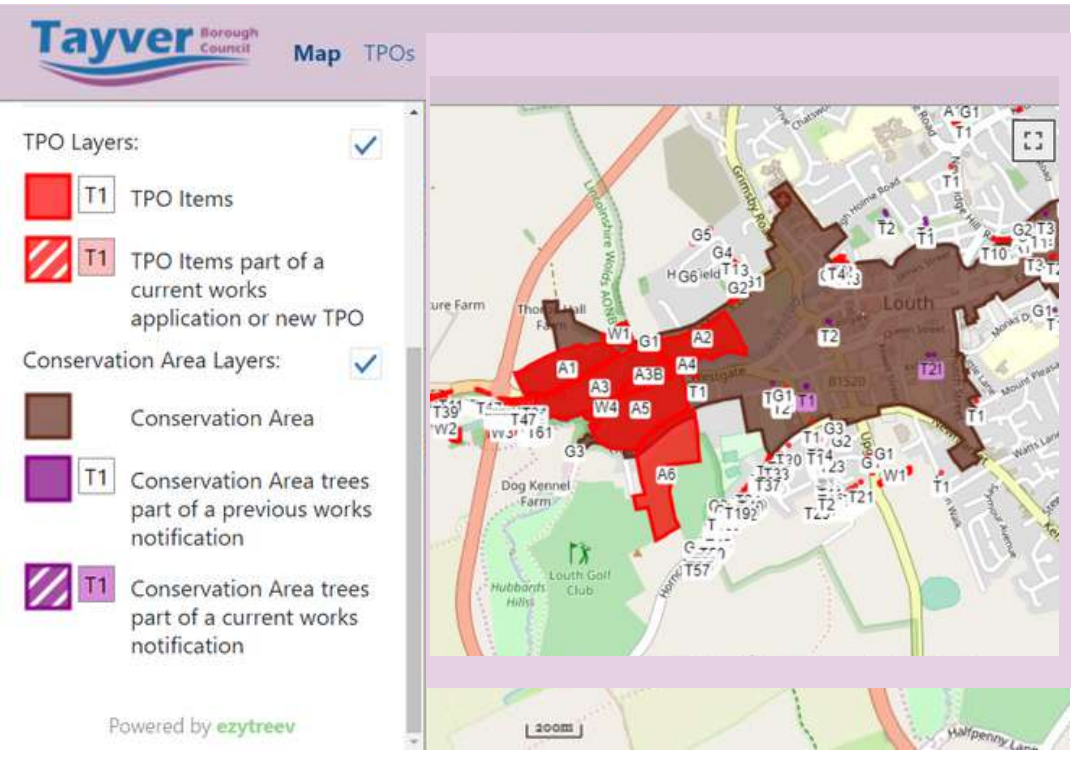
- TPO register: record of all Orders with associated maps & photos, Key stages of progress are reported using colour coding;
- Registers of all applications & s211 notices including validation, site visits & appeals, consultation & document generation;
- Full history of applications for works to trees protected by a TPO or conservation area;
- Amenity valuation: Integrated calculator to assess suitability for protection applying TEMPO or other user defined or industry recognised methods;
- TPO portal/online services: public facing portal for tree owners, agents and stakeholders who can search for property, check the protection status of trees and view related documents and work applications;
- Making and confirming new TPO: Ability to automatically generate new TPOs based on survey data for individual trees, areas, groups and woodlands;
- Support for reviewing TPOs: Re-surveying, varying, replacing & revoking existing Tree Preservation Order;
- Generation of legal documents: Issuing & storing of legal documents, including new TPOs, variation & revocation of existing Orders;
- Letter generation & storage: Issuing of letters, emails, site notices & reports, plus storage of any other files;
- Consultation: Managing the TPO consultation & confirmation process with automated contact lists & batches of letters.

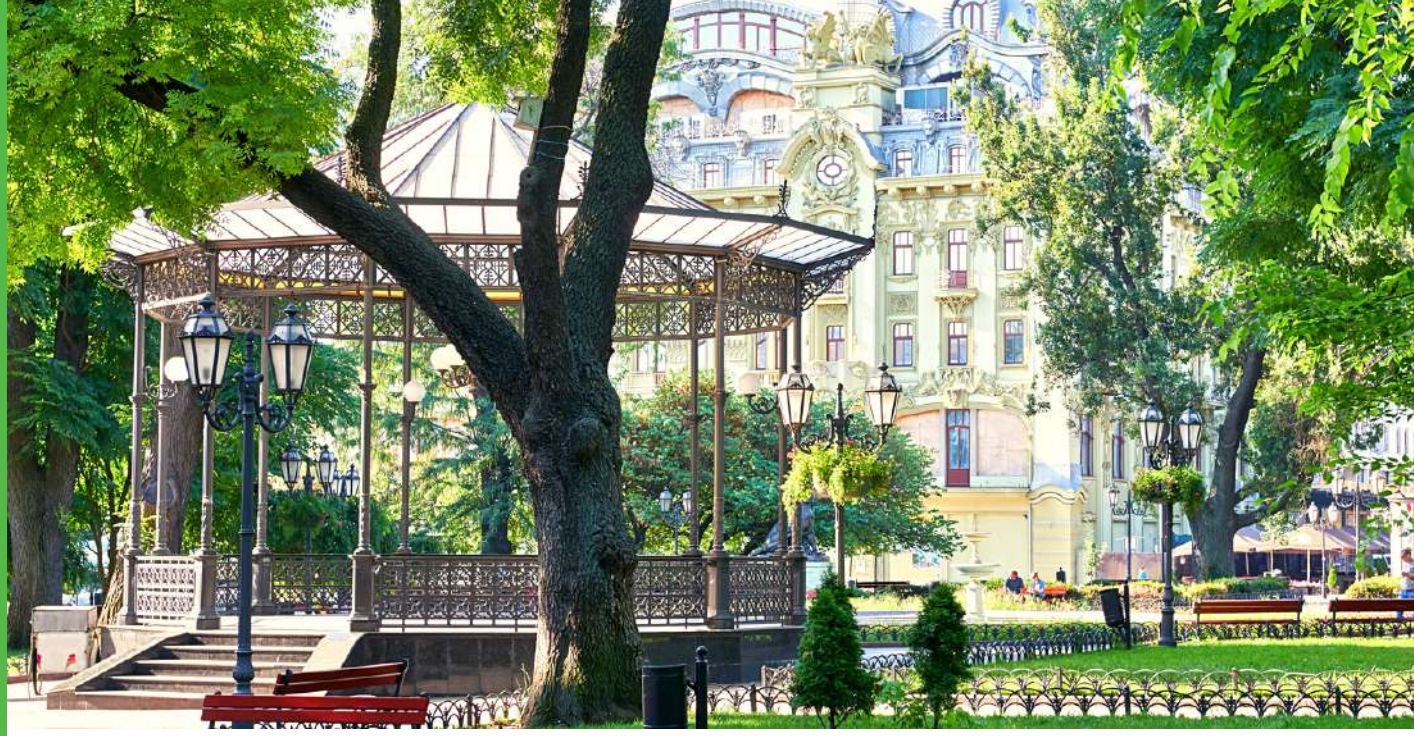
See p.7 for more information on using the Onsite App with the TPO module.

TPO Portal

Public facing portal fed directly from TPO data held in Ezytreev.

- Register of tree preservation orders: Any member of the public can access information and view all related details, plus download legal documents of all TPOs;
- Register of tree works applications / notifications: View current and previous applications to carry out works to TPO and conservation area trees;
- Protected tree map: Any member of the public can use the map search to find trees or property they are interested in & find out if a tree has a TPO or is in a conservation area, see details of where it appears on the protected tree register and download legal documents;
- Application to carry out work on protected tree(s): Any member of the public can submit an online application for works to tree(s) protected by a TPO or a conservation area notice. The process is simple and user friendly, suitable for use by all householders and tree surgeons. Applicants can create their own sketch-plan using GIS mapping, upload documents and see their application progress via the portal. Ezytreev will automatically create an application record based on the completed form with attachments and interested parties and will also create a copy of the submission as a pdf 1App form that is automatically emailed to the applicant for their own records.





ASSET MANAGEMENT FOR OPEN SPACES

A comprehensive and reliable solution for organisations responsible for grounds maintenance of public and commercial premises, sports and recreational areas. This module provides a set of management features from recording and inspecting, to work scheduling, generation of job tickets and reports with associated maps.

This solution is applicable to a wide range of related assets comprising street furniture, lighting, signage, any natural landscape features, grass, habitats, benches, dog bins, shrub beds, barriers, bollards, fountains, bike racks, playground and other equipment. It could be also used for assessment, maintenance & reporting of Biodiversity Net Gain sites.

Top features

Management dashboard with a complete inventory, by location/site/map.

- History of inspections and works carried out.
- Photos including multiple images of defects.
- Work scheduling, generation of job tickets and reports with associated maps etc.
- Two-way integration with a majority of corporate CRM systems.
- Direct works ordering from enquiry record.
- Route planning allowing for easier surveying and job tickets generation based on the route.
- Re-inspection periods can be allocated to a particular ‘Asset Category’, ‘Asset Type’ or even an individual ‘Asset Item’.
- Maintenance regimes can be set-up and multiple regimes can be added to each item, which will have an associated recommendation which can be automatically applied.
- Supports work rates for costing recommended works (bill of quantity).
- Fully user definable custom symbology, data analysis & reporting.
- Extensive search and select facility, allowing to search on any attribute assigned to the item, location, site type, owner, inspection due date etc.

See p.7 for more information on using the Onsite App with the asset module.

Scheduling inspections

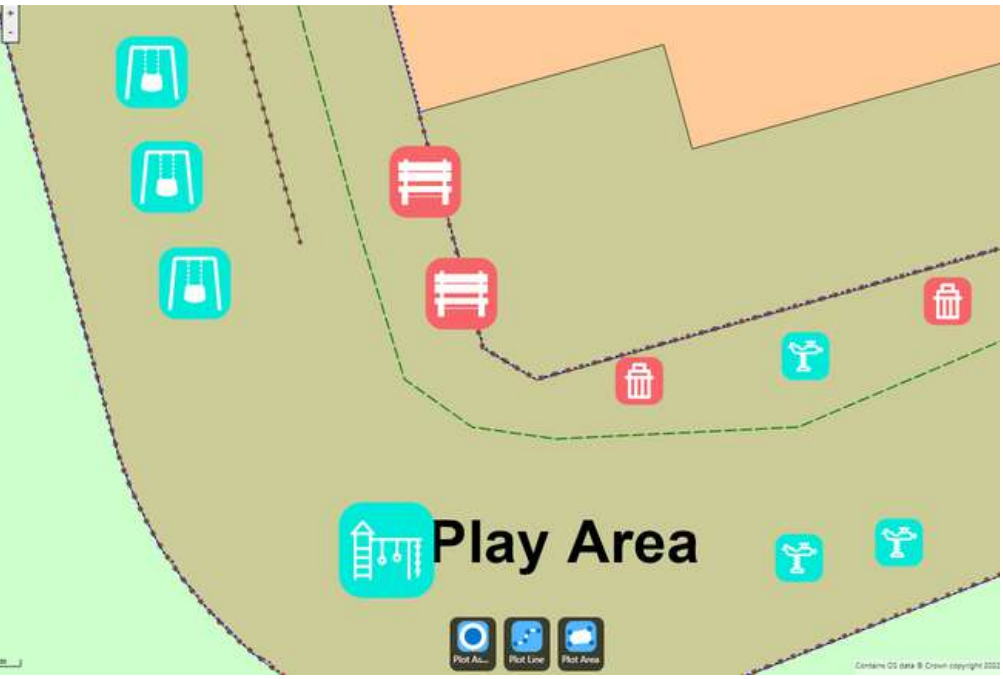
The system displays an asset inventory, highlighting all the sites with overdue or imminent inspections, outstanding works and associated maps. Any assets with an outstanding defect or recommendation will be also highlighted.

All assets/plots can be inspected on the data-collection devices. Option for inspecting individual assets or for a whole site inspection. A site inspection is a basic walkover survey of a whole site, checking for any obvious issues, with no requirement to perform a full inspection on each asset. The assets on the site however, will have a visit record to show it was part of a site inspection.

Recording asset attributes

Ezytreev allows recording of attributes, maintenance needs and recommended actions. User can set-up their own asset category, types and items with customisable symbols (category - 'Play & Sports Equipment', Type - 'Playground equipment', item - 'Carousel Roundabout').

List of recommendations and defects/conditions for an asset can be tailored for the appropriate asset type, presenting the surveyor with a smaller choice and making it easier and faster to survey. Assets can be captured as either point, polygon or linear features. When plotting automatic measurement of polygon or linear features are captured. Any defect can be displayed on the map, this works really well for linear features where a fence or footpath can cover a large area and it is essential to be able to pin point where the defect is.



ENQUIRIES & COMPLAINTS

Enquiries & Complaints module provides the user with powerful tools for dealing with and responding to requests including concerns about property damage and emergency & safety issues from initial receipt through to resolution. Appropriate maps & tree/asset data can be associated with individual enquiries.

Ezytreev can colour code, filter & search enquiries, create performance & status reports, store incoming correspondence & generate customisable standard letters and emails. The enquiries module can be configured to handle and progress different types of enquiries, providing a defined list of statuses relevant to the specific department.

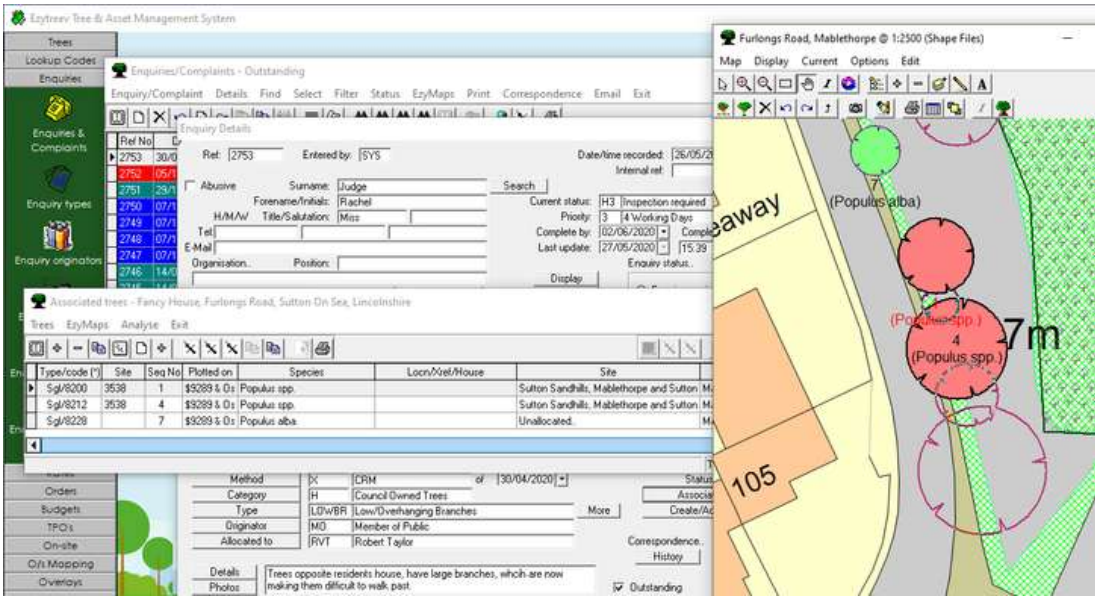
Integration

- Integrates with all modules and the Onsite app, with links to CRM systems & public portals. The enquiries module can be configured to handle and progress different types of enquiries. Direct integration with the works ordering module enables users to automatically produce orders for any recommended works.
- Any enquiry can be easily accessed, viewed and updated in real time from the individual tree/asset record either on the device or desktop.
- Any enquiry including those automatically entered via a CRM system or public portal (for example - FixMyStreet.com) can be sent to the allocated officer's device in real time to ensure all appropriate remedial measures are dealt with promptly.

Top features

- The ability to record each contact as a separate record/case, with a unique identifier, exact nature of the enquiry from a range of options, and a relevant area of map.
- The ability to identify existing trees/assets that relate to the enquiry, and to create and plot new trees/assets that become linked to the enquiry (visible from the inventory record).
- Comprehensive complaint/enquiry progressing.
- Two-way link with corporate CRM systems with ability to automatically create new enquiry cases based on data received from the CRM, including returning updates to the CRM system as cases are progressed.
- An enquiry can be marked as requiring a site inspection. In such cases the system will forward details of the enquiry and any related trees/assets to the allocated officer's on-site app. Once the inspection is complete, the enquiry status will be automatically updated to reflect whether any further action is needed.
- When an enquiry has work recommended, a works order can be generated from the enquiry screen. The progress of the order will update the status of the enquiry accordingly.
- Generation of standard letters, legal documents, site notices against the enquirier. Emails can be sent directly from the enquiry.
- Additional interested parties can be added to an enquiry, with the ability for incoming and outgoing correspondence/standard letters/documents stored against each party.
- Extensive search and select facility, allowing to search on any attribute, category, enquiry type, originator, enquiry status etc. The ability to filter existing records by address, site, location or enquirer, and to present only recent and/or outstanding cases.
- Generation of two types of standard reports: Analysis and Performance reports with inclusion of the maps. Reports can be exported to Word, Excel, PDF or HTML.

See p.7 for more information on using the On-site App with the enquiries module.



WORKS ORDERING AND BUDGETING

This module allows users to create, issue, monitor the status and sign off completed works. The system allows for automatic pricing based on multiple schedules of rates or time allocated, automatic updating of the inventory and feeds it into the budget.

Works can be ordered against a contractor's schedule of rates, entered and/or priced on an ad-hoc day rate or quotation basis where necessary. Multiple contractors with multiple sets of rates are allowed, and any contractor and any schedule of rates may be selected for any order as required. The costs associated with these works can be allocated against the appropriate budgets allowing better planning and management.

In addition, the system allows costs to be put into any defined 'budget year'. The system allows the user to manage contracts, work budgets, expenditure codes and multiple schedules of rates.

Top features

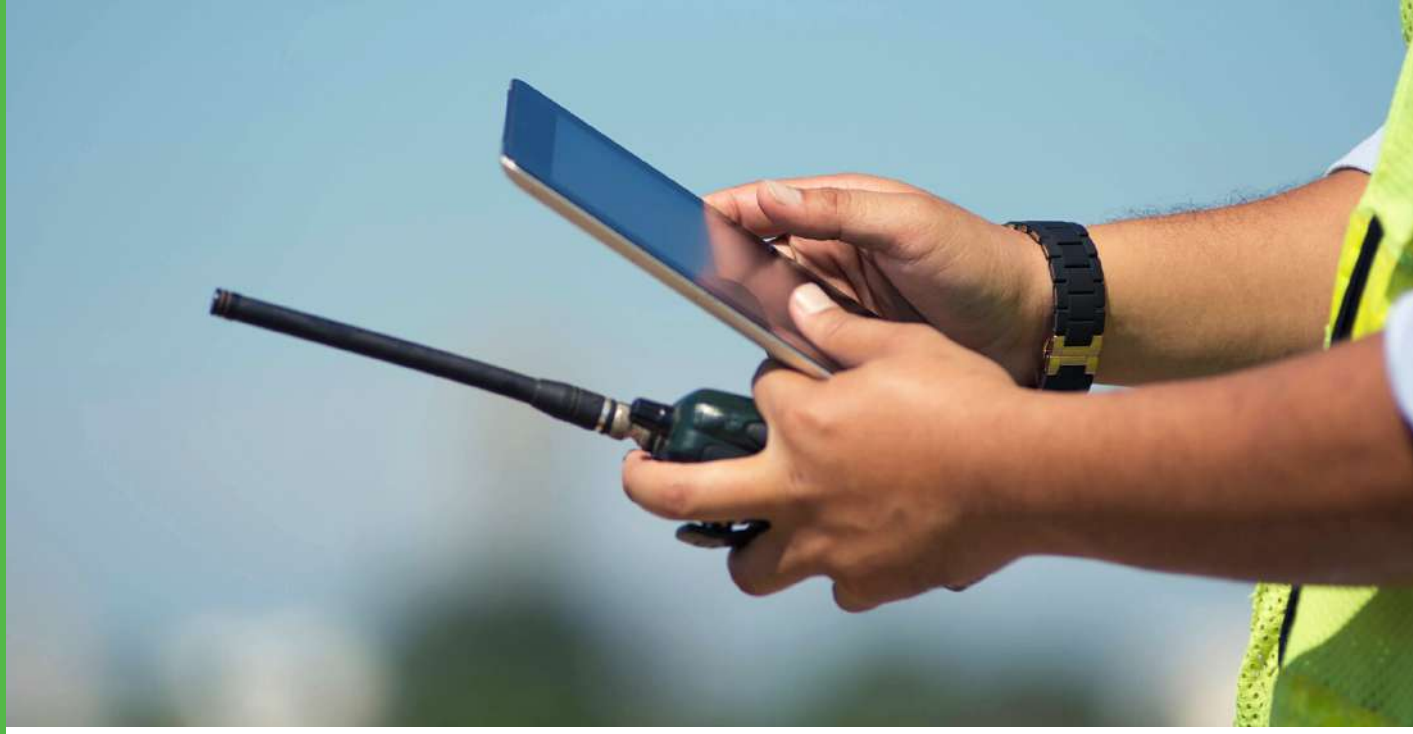
- Generation of work orders, including associated maps, based on planned maintenance regimes, programmed or Ad-hoc inspections – as a result of enquiries received from the general public.
- Automatic price application to all work items based on a schedule of rates, with the ability to use hours or standard minutes in addition to pricing.
- Comprehensive works budgeting and support for multiple contractors, schedule-of-rates & budgets (work allocation against budgets).
- Automatic updating of the inventory with works performed including the status of each work item (work is in progress and no longer outstanding or overdue).
- For a works order raised from the enquiry module the status of an enquiry will be updated automatically when works are progressed through to completion.
- Route planning allowing to define the work logical order.

See p.7 for more information on using the Onsite App with the module.

System configuration

Ezytreev allows users to perform the following configurations:

- The ability to define how rates apply based on various additional factors, including the height/spread/trunk size, the number of trees on a site etc.
- The ability to add new schedules of rates in the future and to define new relationships between these and existing recommendations, without affecting historical data.
- The ability to define multiple regimes for cyclical maintenance of certain trees, including the length of cycle, the year in the cycle within which any particular tree features, and the associated work that will be required.
- The ability to manage orders batched together by a particular contractor or for a particular period of time and to see at a glance the total value of orders, payments made/outstanding etc.
- The ability to issue and process correction and default notices attached to individual orders.
- The ability to manage expenditure codes within the system and apply multiple codes at the various levels of an order.
- The ability to set, manage and report on budgets within the system, with this information automatically collating based on orders having expenditure codes associated.
- All of the above pricing, budgeting and ordering functions are to be specific to each financial year, with separation between years.



CONTRACTOR PLUS INTERFACE

This module allows contractors to receive their work orders electronically via a dedicated portal or directly on their tablets/phones as soon as ordered. Each contractor can view trees/assets and the work required (including mapping), print or export work, generate and complete risk assessments electronically, and also monitor, update progress and sign off jobs on site.

The module also includes features to assist the contractor in issuing and supervising the team's workload. The contract manager can allocate and issue work to individual teams electronically.

Each team instantly receives their own workload on a tablet or phone. The teams each view their own live list of outstanding work, along with the relevant tree or asset details and photos, all on interactive mapping. They update and close off jobs as soon as completed and the contract manager then reviews and simply signs off completed work before the client is notified.

SmartSync allows progress to be monitored back at the office immediately. The device maintains a live list of outstanding work at all times. Once work is marked complete it will no longer display on the device, but the updated details will be available in the database, on the orders and individual tee or asset records.

Within the Contractor Plus Interface, there is the ability for the Contractor to query any works or details about a tree/asset. The client is able to raise queries and default notices if the works has not been completed as requested or on time etc. Contractors wait for the work to be approved by the client, before requesting payment.

Contractor Plus Interface enables better record keeping, closer monitoring of work, plus more accurate and timely invoicing.

Top features

- A live list of outstanding work orders at all times allowing to see what is happening and when.
- A contractor work view allowing to see the work which is still required to be undertaken.
- The ability for the contractor to electronically allocate work to individual teams, either for the whole site or down to individual jobs.
- Individuals receive an automatic notification whenever work is newly allocated to that tablet/team, prompting them to download the work.
- Automatic feedback to the contractor for each work item to confirm that it has been received by that team's device.
- Contractor interface allowing an overview of each team of operatives and current status and progress for each work item/tree/site/order.
- Contractor onsite updates work status, with progress monitored back at the office immediately.
- Work approval requests - once work orders are submitted as complete, contractors wait for the work to be approved by the client, before requesting payment.

See p.7 for more information on using the Onsite App with the Contractor Plus interface.

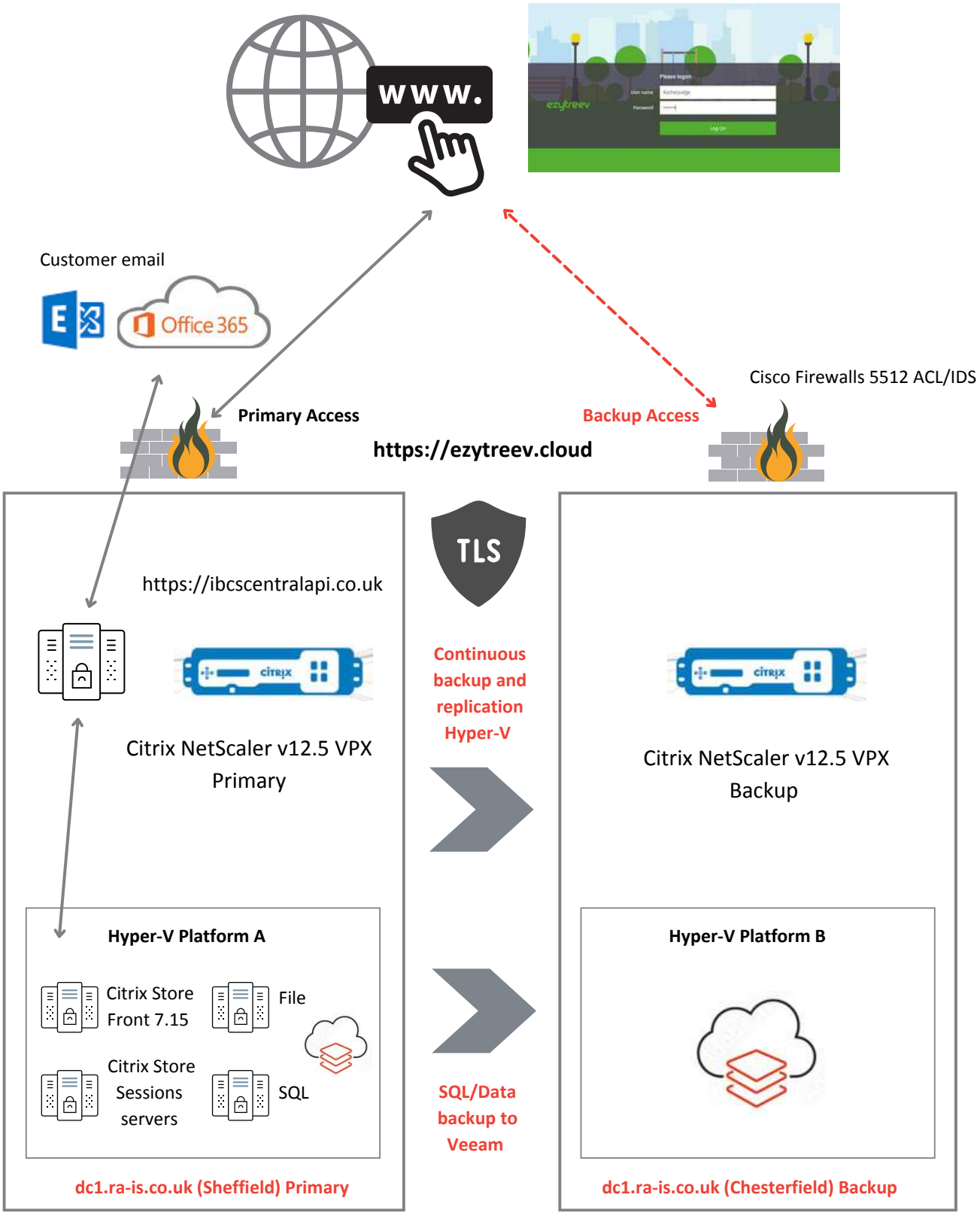
THE SYSTEM IMPLEMENTATION

Ezytreev is developed by RA Information Systems, an IT company with breadth of knowledge and significant experience in installing, implementing and tailoring Ezytreev products to the requirements of the individual site and integrating with existing corporate systems.

Ezytreev is installed on our dedicated hosted server. Data migration is achieved via our custom-built data migration tools which allow data to be acquired from any ADO accessible data source e.g. Excel spreadsheet, Access database, SQL database etc. Additional data can be derived from spatial data sources. The mapping data is provided by the user, generally in OS MasterMap format. It is then installed into the Mapping module allowing full integration with all Ezytreev modules. The user-definable elements of the system are set up during implementation.

Ezytreev product development is driven by end-user feedback and reacting to emerging technical trends and technologies. Updates to originally purchased modules are provided free-of-charge 'as standard' under the maintenance agreement. Being on the Cloud allows the software to update remotely, no involvement required from the end user.

All data is hosted, stored and backed-up in the UK only. Our platform is based on industry standard solutions from Cisco, Microsoft and Citrix and hosted in a modern data-centre. The Centre provides physical and environmental security and the servers are accessible only by RA Information Systems Staff. All SQL databases are incrementally backed-up each night, and all server data is backed-up via DPM to an off-site 'warehouse' independent of the hosted environment supplier. Compatible virus protection ensures security of the system, whilst our support team have full control over the servers 24 hours a day allowing them to address performance issues immediately. Our clients benefit from the scale and security of a multi-tenant cloud system without the need to manage, finance and deliver the platform internally. You will have contractual ownership over your data, and will be able to either copy or export it to your own network 'on demand' at any time.


www.
Customer email
Office 365
Primary Access
Backup Access
Cisco Firewalls 5512 ACL/IDS
https://ezytreev.cloud
TLS
https://ibcscentralapi.co.uk
Citrix NetScaler v12.5 VPX
Primary
Continuous backup and replication Hyper-V
Citrix NetScaler v12.5 VPX
Backup
Hyper-V Platform A
Citrix Store Front 7.15
File
Citrix Store Sessions servers
SQL
SQL/Data backup to Veeam
Hyper-V Platform B
dc1.ra-is.co.uk (Sheffield) Primary
dc1.ra-is.co.uk (Chesterfield) Backup

SUPPORT AND TRAINING RESOURCES

Ezytreev application and platform support is provided by our own internal team of engineers based in Chesterfield, UK. We have a Support Desk call logging system – you can contact our support desk between 8am and 6pm Monday to Friday, via e-mail or phone. The support team will try to resolve the issue during the initial contact as all support team members are technical engineers. If your call is not resolvable on first call, you will receive an e-mail with a call reference number. The call will then be progressed through to completion. With your approval the support team will be able to access your system on the Cloud, to shadow your current desktop session and assist with any training requirements.

Users are advised to complete the available module training prior to accessing the Ezytreev customer support in order to achieve an understanding of the system and a better user experience.

Ezytreev offers a Training Credits Scheme which is designed for you to get the most out of the various modules. Training Credits are allocated based on the size of the installation and can be used during installation and on-going training. Additional training credits are issued each year with the annual maintenance renewal and they last for 12-months. They can be used for attending training workshops, on-line sessions or on-site visits. The scheme is updated periodically; contact us for details of the current scheme.

Our customers are also welcome to use ezyUserGuide our platform offering instant access to online resources including user manuals available to download, training notes, video guides, news blog and a community forum.

We are happy to arrange an online or on-site demonstration to give you an overview of our solution, to show how our software package works, how it delivers value to its users, its specific tools, features and functions. Book your free Demo and let us show you why users from around the UK and Ireland choose Ezytreev.

USER LIST

DISTRICT & BOROUGH COUNCILS

- Babergh and Mid Suffolk District Councils
- Bath & North East Somerset Council
- Borough of Basingstoke and Deane
- Broxbourne Borough Council
- Buckinghamshire Council
- Cherwell District & South Northants Councils
- Crawley Borough Council
- Dacorum Borough Council
- Denbighshire County Council
- East Cambridgeshire District Council
- East Devon District Council
- East Lindsey District Council
- Erewash Borough Council
- Fareham Borough Council
- Fenland District Council
- Hart District Council
- Hertsmere Borough Council
- High Peak Borough Council
- Hinkley & Bosworth Borough Council
- Huntingdonshire District Council
- Kirklees Council
- Lichfield District Council
- Maldon District Council
- Mid-Devon District Council
- New Forest District Council
- Newcastle-under-Lyme Borough Council
- North Ayrshire Council
- North East Lincolnshire Council
- North Tyneside Council
- Oadby & Wigston Borough Council
- Rochford District Council
- Rotherham Metropolitan Borough Council
- Rushcliffe Borough Council
- Sandwell District Council
- South Derbyshire District Council
- Southend-on-Sea Borough Council
- South Staffordshire District Council
- Staffordshire Moorlands District Council
- Stockton-on-Tees Borough Council
- Teignbridge District Council
- Test Valley Borough Council
- Three Rivers District Council
- Torbay Council
- Torfaen County Borough Council
- Trafford Borough Council
- Wakefield Metropolitan District Council
- Walsall Council
- Warrington Borough Council
- Watford Borough Council
- Welwyn Hatfield Borough Council
- Weymouth & Portland Borough Council
- Wrexham County Borough Council
- Sedgemoor District Council

COUNTY COUNCILS

- Dorset County Council
- East Sussex County Council
- Essex County Council
- Flintshire County Council
- Hampshire County Council
- Hertfordshire County Council
- Hert Full Stop (Hertfordshire)
- Leicestershire County Council
- Norfolk County Council

CITY COUNCILS

- City of Bradford Metropolitan District Council
- Cambridge City Council
- City and County of Swansea
- City of Edinburgh Council
- Derby City Council
- Glasgow City Council
- Gloucester City Council
- Leicester City Council
- Newcastle City Council
- Norwich City Council
- Nottingham City Council
- Oxford City Council
- Sunderland City Council
- York City Council

LONDON BOROUGH

- Barnet Council
- City of Westminster
- Enfield Council
- Enable Leisure & Culture - Wandsworth
- Harrow Council
- Islington Council
- Lambeth Council
- London Borough of Brent
- London Borough of Ealing
- London Borough of Hackney
- London Borough of Harrow
- London Borough of Hounslow
- London Borough of Newham
- London Borough of Redbridge
- London Borough of Sutton
- Merton Council
- Royal Borough of Greenwich
- Royal Borough of Kensington & Chelsea
- Tower Hamlets Council
- Waltham Forest Council

CONSULTANTS/CONTRACTORS

- AlisonK-Arboriculture
- Amey Gloucester
- Amey Peterborough
- Continental Landscapes
- Gristwood & Toms
- Harrison Arboriculture
- Haydens Arboricultural Consultants
- Hi-Line Tree Contractors Limited
- Maydencroft Limited
- Soundwood Tree Consultancy
- The Landscape Group
- Tree Fella Ltd

HOUSING ASSOCIATIONS

- Bron Afon Community Housing
- Curo Group housing association
- Tower Hamlet Homes
- Poplar HARCA
- Torus Housing Group

HIGHWAY NETWORKS

- North & Mid-Wales Trunk Road Agency (Welsh Govt)
- South Wales Trunk Road Agency (Welsh Govt)

OTHER ORGANISATIONS

- Affinity Water
- Canary Wharf Management Ltd
- Chester Zoo
- Glendale Services
- Eaton Estate - Grosvenor
- Historic Royal Palaces
- Loughborough University
- University of Oxford
- ZSL London Zoo
- ZSL Whipsnade Zoo

INTERNATIONAL

- Dun Laoghaire - Rathdown County Council (Ireland)
- Fingal County Council (Ireland)
- Whanganui District Council (New Zealand)

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Your solution to survey and streamline day-to-day maintenance

Sustainable standards of work, review, monitoring, risk assessments and maintenance procedures across sites in line with industry recommendations and codes of practice

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Increase in work efficiency and higher processing capacity by automated routine tasks, mobile working and optimised use of resources

Optimised communications and collaboration in the field between both internal team of officers/inspectors and external contractors undertaking works

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Greater use of data, opportunity to create and run your own reports and dashboards on the live database

Secure digital data storage, data backup and 24/7 access to your Ezytreev system

Contact

By post:
RA Information Systems
9-10 The Bridge, Beresford Way,
Chesterfield, S41 9FG

By email:
info@ezytreev.com

By phone:
+44 (0) 330 223 11 33

www.ezytreev.com

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