



FREQUENTLY ASKED QUESTIONS – VertiGIS Studio Analytics

Last Updated September 2025

If your question is not answered below, please contact your Account Manager or info@vertigisstudio.com for more information.

General Information

1. What is VertiGIS Studio Analytics?

VertiGIS Studio Analytics collects, organizes, analyzes, and displays information about your GIS infrastructure, helping organizations understand how users are using applications, how to optimize infrastructure, and how to maximize resource availability. It analyzes your user's experience in VertiGIS Web and Mobile apps that you create so you can see at a glance what's working well and what isn't. Some of the key benefits are:

- **ROI** - get unique insights about how your apps are being used, what is working for your viewers, what isn't, and any errors that are occurring so that you can invest in the right places.
- **GIS** - monitor the components of your GIS (Servers, ArcGIS Servers, Portal, ArcGIS Online) so that you can ensure smooth operations.
- **Troubleshooting** - see errors that your users are experiencing before they even have a chance to report them. Explore errors to understand causes and adjust app configurations to resolve them ahead of time.

2. How do organizations use VertiGIS Studio Analytics?

VertiGIS Studio Analytics is used to maximize return on investment in GIS and provide metrics to help organizations build better applications, based on near real-time data analysis. Some example use cases include:

- View and analyze historical trends for the resources in your GIS – identify bottlenecks and other performance challenges and take corrective action before your users are impacted.
- View trends of how your VertiGIS Studio Web and Mobile apps are being used. Is performance acceptable? Are users encountering slowdowns or errors? What features of your apps are being used and by whom?
- Analyze ArcGIS Portal and ArcGIS Online. Who is consuming credits in ArcGIS Online? Which items are being accessed most often – and understand the connection between resources that make up your solutions.
- Visualize historical trends so that you can manage and optimize the use of your GIS infrastructure.



- Stay informed about monitored resources to ensure they are running at peak performance.

3. What resources can be monitored?

VertiGIS Studio Analytics enables you to monitor the performance of physical servers, ArcGIS Servers, ArcGIS Online and Portal for ArcGIS instances, as well as VertiGIS Studio Web and Mobile applications.

Access/Requirements

4. How is VertiGIS Studio Analytics licensed? Are there free trials?

VertiGIS Studio Analytics can be licensed standalone or as part of the *VertiGIS Studio Administrator Bundle*, on an annual subscription basis per organization. Licensing is tiered, with tiers being defined by the following metrics (whichever is greater):

- **Cores:** Number of ArcGIS GIS Server cores deployed in production.
- **ArcGIS Identities:** Number of ArcGIS Identities assigned to users.

Larger organizations can pursue custom, enterprise-level-agreement (ELA) licensing.

VertiGIS Studio Analytics offers a 60-day trial that can be used to evaluate the software. Upon licensing, all configuration and data collected during the trial is preserved.

5. How can I access or install VertiGIS Studio Analytics? What infrastructure is required?

VertiGIS Studio Analytics is available as an on-premises product, to be installed on a server within your GIS environment. The installation files are available for download in the [VertiGIS Studio Support Center](#). For more information, refer to the [VertiGIS Studio Documentation Center](#).

6. How is the collected data stored and made available?

VertiGIS Studio Analytics consists of two major components, the Hub and one or more Agents. The Hub is installed on a dedicated server in your GIS and includes everything necessary to store data (in a MongoDB database), an API for the Agents to send data to, and the configuration to serve the Analytics reporting interface through to a user's web browser. Data for each resource is organized into panels consisting of charts and tables which allow for easy analysis.



7. Can I secure VertiGIS Studio Analytics reports with my Active Directory users?

Yes. VertiGIS Studio Analytics is hosted as a web site in Internet Information Services (IIS) and can be configured with whatever authentication is available therein, including Windows authentication. VertiGIS Studio Analytics allows for two classes of users: admins and viewers.

8. Can I monitor my ArcGIS Web Experience Builder apps with VertiGIS Studio Analytics?

Not in the current version but is something that may be added at a later date if demand is high.

Support/Training/Resources

9. Where do I go for help? How do I open a support case?

Our recommended method for requesting support is to create a case via the [VertiGIS Studio Support Center](#). You can also email our Support Team at vertigisstudio-support@vertigis.com to automatically create a case. You can also post your questions on the [VertiGIS Studio Analytics Forum](#) and get answers from other users.

10. How do I get started? What resources are available?

The VertiGIS Studio Documentation Center is the best place to get started and includes detailed information on all VertiGIS Studio products. The VertiGIS Studio Community, Developer Center and YouTube Channel are also great places to learn more about VertiGIS Studio products:

- [VertiGIS Studio Documentation Center](#)
- [VertiGIS Studio Community Product Page](#)
- [VertiGIS Studio YouTube Channel](#)

11. What training is available?

We currently do not offer a training course for VertiGIS Studio Analytics.



Other Questions

12. Does VertiGIS Studio Analytics have internationalization/localization support for language translations?

This is not available at version 1.0 but will likely be added in a future release.

13. How does VertiGIS Studio Analytics work with other VertiGIS Studio products?

VertiGIS Studio Analytics can be configured to accept data from your VertiGIS Studio Web and Mobile applications and provide insights about their usage, including some information about VertiGIS Studio Workflows that are invoked from them.

14. What types of map services can be monitored by VertiGIS Studio Analytics?

VertiGIS Studio Analytics can monitor most ArcGIS Server services: Map Services, Feature Services, Geoprocessing Services, and Image Services. Services compliant with OGC specifications (WMS, WFS, WMTS, WPS) cannot be monitored by VertiGIS Studio Analytics.

15. How does VertiGIS Studio Analytics collect information?

VertiGIS Studio Analytics uses a combination of Agent and Remote Monitoring and listening to data sent from VertiGIS Studio applications.

- **Agent Installation:** Each of the servers (standalone servers, ArcGIS® Server servers and Enterprise Portal servers – or really any other windows server) can have an Agent installed which will harvest data (Windows performance counters, or ArcGIS specific data) and pass that data back to the Hub for processing, storage, and retrieval. The installation and maintenance of these Agents can be controlled from the Hub, making administration of them very simple.
- **Remote Monitoring:** By default, the Hub will reach out to ArcGIS Online to retrieve data.

The Hub also allows for the creation of Telemetry Endpoints – which VertiGIS Studio Web and Mobile applications can be configured to send data to. VertiGIS Studio Analytics listens to these Endpoints and stores the data from VertiGIS Studio Web and Mobile that they receive.

16. Can I migrate my data from Geocortex Analytics to VertiGIS Studio Analytics?

As VertiGIS Studio Analytics is an entirely new platform, it is not possible to migrate data into it from any other system. When VertiGIS Studio Analytics is configured to monitor an ArcGIS Server, it will parse all existing logs (ArcGIS Server log retention defaults to 90 days) so it is possible to recreate some history in



this case. In this context, it is important to note that for full reporting, VertiGIS Studio Analytics requires ArcGIS Server to have verbose logging turned on, otherwise it will only report on errors and warnings.

17. Can I run Geocortex Analytics and VertiGIS Studio Analytics in parallel?

Yes, although we offer the following suggestions/best practices to avoid confusing the two systems and creating unnecessary complexity:

- We strongly recommend against installing both on the same server.
- We recommend against monitoring the same GIS resources from both Geocortex Analytics and VertiGIS Studio Analytics.