

Arcadis boosts customer satisfaction and delivers over £100k in client savings with Hexagon GeoCloud

“The most impactful part for us in Hexagon GeoCloud has been the ability to share data easily and allow anyone to view it from anywhere. It has strengthened collaboration across regions and reduced the need for repeated site visits.”

- Thomas Coar, Associate Technical Director, Geomatics



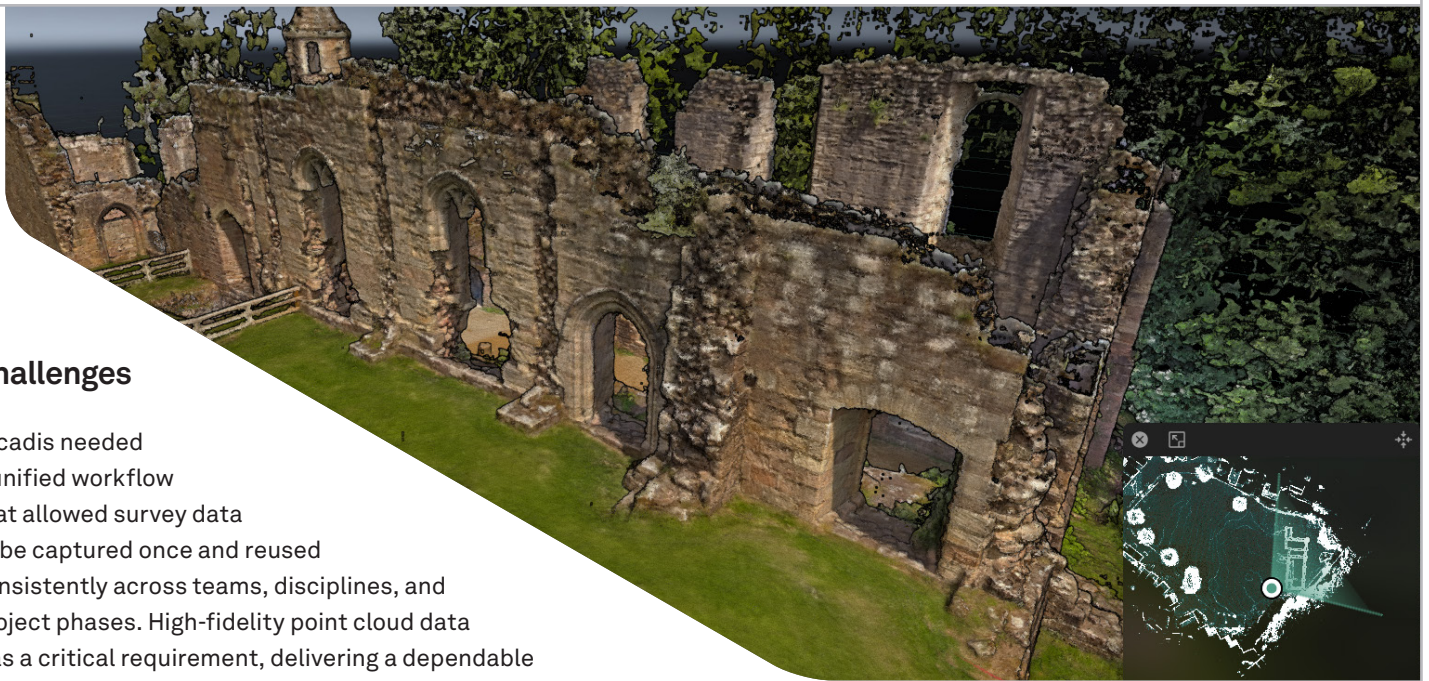
How Arcadis is using GeoCloud – at a glance:

Challenge	Solution	Value
Data volume bottlenecks Point cloud datasets were too large to move easily across global teams, causing slow transfers and duplicate local copies	Centralized cloud data environment Hexagon GeoCloud gives Arcadis a single cloud-based home for all spatial data and a consistent digital record of every site	Increased demand for digital walkthroughs Clients now routinely request 3D walkthroughs, with some projects commissioned purely for visualisation, a shift that didn't exist before GeoCloud
Site visibility gaps Teams and stakeholders struggled to collaborate, review conditions, and flag safety issues without being on-site	Enhanced remote visualization Virtual walkthroughs let clients and teams navigate sites from anywhere, ideal for restricted environments	Greater clarity and accessibility Internal teams and clients access survey data directly in GeoCloud, improving visibility and cross-discipline collaboration
Cost pressures Repeated site visits and inefficient workflows drove up project costs, particularly for controlled or restricted sites	Improved global collaboration Distributed teams and Global Excellence Centres can work on the same dataset in real time, across time zones	Significant cost savings for clients Virtual walkthroughs eliminated repeat visits, saving roughly £3,000 per location on one project, totalling an estimated £120,000 across 40 sites

About Arcadis

Founded in 1888, Arcadis brings more than 135 years of experience in delivering innovative, sustainable design, engineering, and consultancy solutions for natural and built environments. Headquartered in the Zuidas district of Amsterdam, Netherlands, the firm works across infrastructure, buildings, water, and environmental services to help create resilient, sustainable, and livable communities. With 36,000 experts operating in more than 70 countries across Europe, the Americas, Asia-Pacific, and the Middle East, Arcadis delivers over 40,000 projects each year for governments, utilities, developers, and private-sector organizations. A leader in digital innovation, Arcadis offers data-driven solutions including BIM, digital twins, and smart infrastructure, supported by a strong commitment to net-zero goals and the UN Sustainable Development Goals. Ranked number one in its sector by Sustainalytics and in the top one percent by EcoVadis for sustainability performance, Arcadis continues to drive impactful growth, generating €5 billion in gross revenue in 2024.

Read on to get the full story.



Challenges

Arcadis needed a unified workflow that allowed survey data to be captured once and reused consistently across teams, disciplines, and project phases. High-fidelity point cloud data was a critical requirement, delivering a dependable digital record of each site and supporting remote access in place of physical visits. Their work relied on a combination of Leica and competitive scanners, and managing outputs from their multi-sensor ecosystem increased complexity and highlighted the need for a data-agnostic solution capable of supporting large, diverse datasets in a single environment.

These datasets were extremely large, often reaching 100 GB of raw data, which made it difficult to transfer efficiently. Uploading and downloading this volume of information required significant time and distributing it between global teams frequently led to multiple local copies, breaking the single source of truth principle.

Teams depended on SharePoint uploads or physical USB drives to move data, creating version control issues, unnecessary duplication, and a recurring risk of corruption or complete data loss on local hardware. Compliance requirements added further challenges, with certain projects requiring controlled access, retention limits, and GDPR-aligned security measures. The existing workflow made it difficult to ensure that only authorized users had access to sensitive survey information.

Arcadis also needed a way to securely share data with subcontractors, including Revit modelers, without forcing them to download full datasets. Although offline copies were sometimes provided, stakeholders lacked an easy way to visualize and navigate the site for design context. In practice, point cloud data had to be distributed across many groups, including bridge and highway engineers, MEP teams, architects, and other stakeholders, which made scalability, access control, and consistent delivery essential requirements for the business.

Solution

Hexagon GeoCloud transformed how Arcadis shares, visualizes, and manages its point cloud data. By hosting all spatial data in one cloud environment, Arcadis can provide a consistent digital record of every site and allow teams to navigate locations remotely. This has strengthened safety by reducing the need for multiple site visits and giving users a clear understanding of conditions from anywhere. Hexagon GeoCloud also removed the complexity of managing data from their multi-scanner ecosystem by supporting outputs from Leica and competitive hardware in a single, cloud-based environment.

The platform has streamlined the delivery of point clouds. Teams no longer rely on SharePoint uploads or downloads, and they can confirm data accuracy before sharing links. This approach removes duplicate local copies and ensures everyone works from one trusted dataset.

Hexagon GeoCloud also improved global collaboration. Arcadis can involve its Global Excellence Centers more efficiently, allowing teams in different regions to work on the same dataset at the same time. On a recent multi-story airport carpark project, this enabled a near 24-hour workflow across time zones and accelerated the structural assessment without repeated on-site work.

Arcadis' clients saw meaningful improvements as well. In hospital laboratories where access is tightly controlled, virtual walkthroughs allow design teams to revisit the site on demand. This capability has become essential for delivering work in restricted environments.

Arcadis had used other solutions when specified on past projects, but pricing models based on per-setup uploads were difficult to manage because their data comes from different hardware sources, terrestrial, drone, and mobile mapping sources. Hexagon GeoCloud removed this limitation by supporting all data types in one place.

Ease of use and ease of sharing have been the most valuable capabilities for the team. Arcadis can add numerous internal and external collaborators, all working from a single, controlled dataset. They continue to process raw data in Leica Cyclone 3DR, Trimble Business Center, and Context Capture before uploading into Hexagon GeoCloud for storage and access. They plan to expand their workflows by streaming data directly from the platform into Revit. This next step will further strengthen their collaborative workflows and keep every project aligned with one trusted source of truth.

Value

Hexagon GeoCloud has delivered measurable value for Arcadis by improving the speed, quality, and impact of their reality capture workflows. One of the most notable improvements has been the growing number of client requests for walkthroughs as part of project deliverables. In many cases, entire projects are now commissioned specifically for the visualization of spatial data, which was not a typical request before adopting the platform.

By removing the need to share files through SharePoint or USB drives, Arcadis can deliver point clouds and virtual site access much faster. This has increased overall project throughput, allowing teams to complete more work in less time and provide a higher-quality experience for clients.

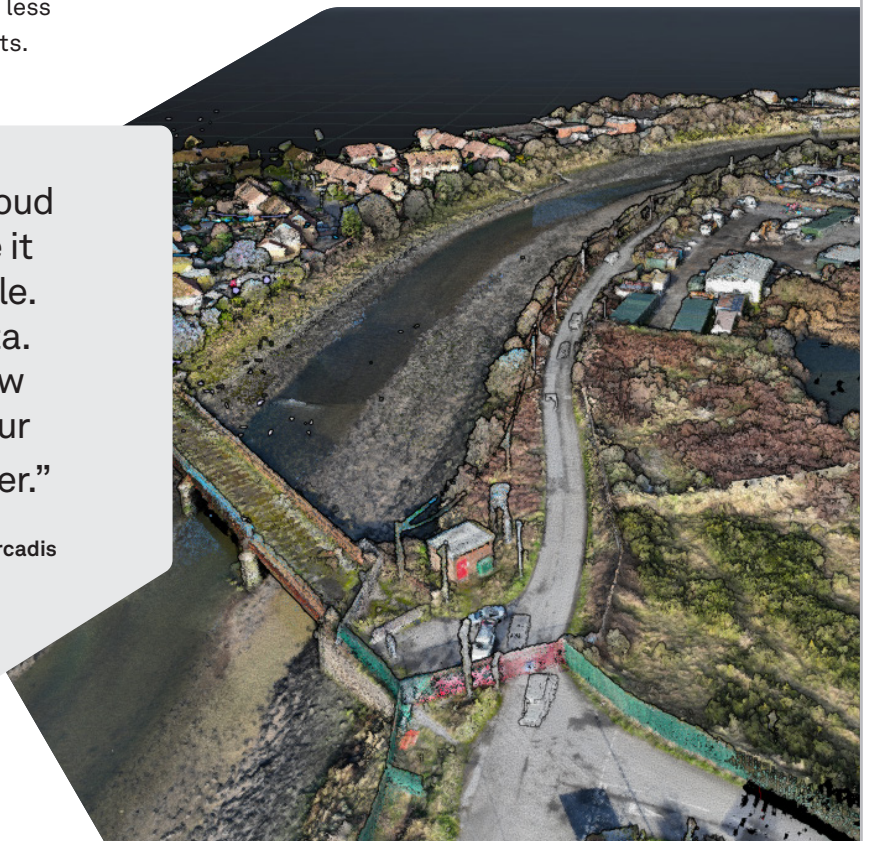
The improvements in clarity, accuracy, and accessibility represent a significant upgrade over previous methods. Both internal teams and external clients now access survey data directly in Hexagon GeoCloud, improving satisfaction and strengthening collaboration. For the hospital laboratory program, the virtual walkthrough feature has become an essential part of the design process. It eliminates repeated site visits, saving the client approximately £3,000 per location. With 40 laboratory sites surveyed this year, this represents a cost saving of roughly £120,000.

The platform has also improved safety across major infrastructure projects. During the structural assessment of a multi-story airport carpark, engineers were able to analyze the complete dataset through Hexagon GeoCloud without lengthy closures, night shifts, or repeated on-site activity. Viewing and trimming the data from multiple angles provided confidence in the accuracy of the capture and supported a thorough and reliable assessment.

Arcadis now treats Hexagon GeoCloud as a business-as-usual tool and plans to deliver all future projects through the platform. Currently, four administrators manage data uploads while approximately 60 team members actively use the system for collaboration. Moving from static images to full 3D walkthroughs has already improved client satisfaction, and Arcadis expects that impact to grow as more teams adopt the platform across regions and disciplines.

“When we introduce Hexagon GeoCloud to internal teams and clients, we use it to demonstrate the art of the possible. It’s not just a solution for viewing data. It is an innovation tool that shows how far we can advance our workflows, our collaboration, and the value we deliver.”

– Thomas Coar, Associate Technical Director, Geomatics, Arcadis



Hexagon is the global leader in measurement technologies. We provide the confidence that vital industries rely on to build, navigate, and innovate. From microns to Mars, our solutions ensure productivity, quality, safety, and sustainability in everything from manufacturing and construction to mining and autonomous systems.

Hexagon (Nasdaq Stockholm: HEXA B) has approximately 24,800 employees in 50 countries and net sales of approximately 5.4bn EUR.

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