

G-Cloud 13 Cloud Software

1Spatial Web Mapping GIS Cloud Service
Service Definition Document

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1. 1Spatial Company Profile

1Spatial is a software solutions provider and global expert in managing geospatial data.

Our people, processes and technology deliver powerful data solutions and applications on-premise, mobile and in the cloud. Through data validation, integration, automation and using our rules-based approach, we ensure decisions are always based on the highest quality information available.

We are striving to make the world more sustainable, safer and smarter for the future. We believe the answers to achieving these goals are held in data. At 1Spatial, we are committed to working with our customers to unlock the value of their data and create a smarter world.

People, Processes and Technology



“

At 1Spatial, we are committed to working with our customers, to unlock the value of their data - to create a more sustainable, safer and smarter world.

”

Claire Milverton, CEO, 1Spatial

50+ Years of Experience

Talented, driven and committed people to deliver the optimal technology and experience for our customers.

Our Software & Solutions

Tools and expertise, provide an automated approach to spatial and non-spatial data validation and enhancement.

£27 Million Revenue

Strong financial performance enables operational excellence for our organisation and success for our customers.

95% Customer Retention

We have built long-term trusted relationships with our customers, providing them with a valued quality of service.



Our Difference

People

1Spatial's data specialists work in close partnership to ensure that government organisations can rely on smarter data for evidence-based decision making, resulting in benefits to the economy, environment and society.

Process

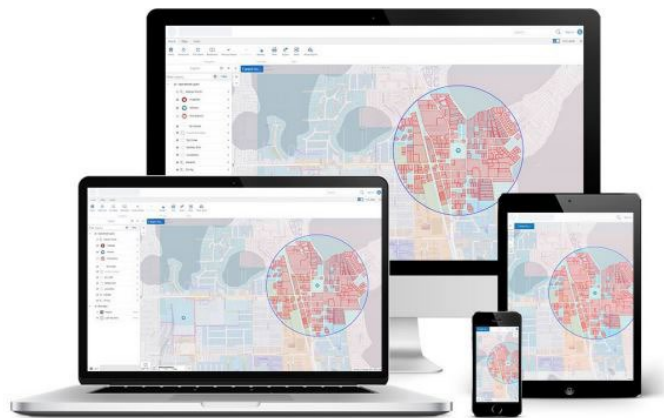
1Spatial enhance government's geospatial readiness by evolving geospatial data infrastructures to deliver authoritative data.

Technology

Delivery of geospatial data infrastructures to understand what happens 'where' with an organisation's data. This allows government to make informed decisions based on smarter data, when setting regulations, collecting taxes and providing public services. 1Spatial provide data intelligence and insights enabling organisations to make smarter evidence-based decisions.

2. Service Description

1Spatial's Web Mapping GIS Cloud Service transforms the process of designing, building, and managing web-based GIS and geospatial applications, helping you to accomplish even more with Esri ArcGIS® Enterprise. The software at the heart of this service is VertiGIS Studio.



Geocortex viewers across devices

VertiGIS, formerly Latitude Geographics, for whom 1Spatial is the sole UK distributor of its VertiGIS Studio family of software, has invested tens of thousands of hours developing web-based mapping and GIS capabilities so that you don't have to reinvent the wheel. Why incur the time, expense, and risk to develop what you can license in software? You can create feature-rich and productive web-based mapping experiences for end-users with minimal to no coding effort, while maximising your existing ArcGIS Enterprise investment.

The VertiGIS Studio product line is unique because it bridges the gap between out-of-the-box software and custom application development. Rather than a one-size-fits-all solution, the VertiGIS Studio product line provides packaged development tools, key software capabilities, and universally-required features to organisations that build web based mapping and GIS applications.

VertiGIS Studio products allow applications to be easily configured through visual application authoring and administration tools, which significantly reduces the hours spent on programming.

VertiGIS Studio capabilities deliver many advantages over traditional software design and development, such as increased productivity, more reliable applications, and shorter cycle times to implementations.

The VertiGIS Studio family provide an extensive set of pre-built, configurable capabilities and unique features. These capabilities generally fall into the categories shown here:



Web and Mobile - provide simple, targeted mapping applications served on desktop browsers, tablets, and a broad array of handheld devices. They are fully integrated with other VertiGIS Studio products and Esri's Web AppBuilder for ArcGIS, are highly configurable, and use visual application authoring and administration tools to make development, customisation, prototyping and testing, and upgrades easier.

Mobile - can work offline and enable data edits, which can be synchronised with the back office when the device returns online. Access to base maps while working offline is also possible on mobile devices (available on iOS, Android and Windows) to run a VertiGIS Studio application. While working with map data offline, you can perform geometry edits, collect inspection data, and attach photos. When you return online, the data edits can be synchronised with the geodatabase, so the updates are immediately available to your colleagues using VertiGIS Studio viewers on desktop workstations.

Workflow - model and automate everyday GIS-related business processes that end-users can follow through guided, step-by-step interactions. Workflow allows you to extract greater value from your geospatial data and make it truly work for you, whether you are implementing them in VertiGIS Studio-authored viewers or within applications authored using Web AppBuilder for ArcGIS.

Reporting - collect and display both spatial and non-spatial information in reports that are configured to meet your requirements. Build your templates and dynamically generate reports directly within your VertiGIS Studio or Web AppBuilder for ArcGIS applications. With VertiGIS Studio Reporting, you can configure as many report templates as you need.

Printing - save time running high-resolution, large format (plotter size) print jobs with VertiGIS Studio Reporting's template-based approach, and put the ability to print maps into the hands of people who need it. VertiGIS Studio Printing offers an array of ready-made templates that meet most printing requirements, allowing you to get up and running quickly, whether you are implementing them in VertiGIS Studio-authored viewers or within applications authored using Web AppBuilder for ArcGIS.

Charting - when displaying information on a map, you gain a new understanding of your data and identify patterns. Display customisable, dynamic bar charts, line charts, or pie charts alongside associated map features to deliver insight like never before.

Collaboration - share text messages, images, and more in real-time, directly in the mapping applications you've built.

Instant Search - VertiGIS Studio Essentials includes a highly-scalable, extremely fast, indexed search engine. Define and index attributes from multiple map services and feature services to provide an intuitive search capability across millions of map features.

Integration - extend the reach of your mapping applications by integrating with virtually any 3rd party business system or data source.

3. Service Features and Benefits

3.1. Service Features

- A framework extending Esri ArcGIS Enterprise for building and managing simple, powerful web mapping and GIS applications
- Desktop, web, and mobile that support multiple devices and platforms
- Workflow for modelling, streamlining and automating business processes
- Application and data integration with other business systems, from asset management to business intelligence
- Dashboards, Charting, Reporting and Printing
- Forms for data collection and editing
- Extensible REST API, extensible HTML5 and JavaScript frameworks
- Online and Offline supporting connected and disconnected GIS users

3.2. Service Benefits

- Extend Esri ArcGIS Enterprise using simple web mapping applications tools
- Solve specific user mapping needs using tailored mapping applications
- Improve the user experience of web mapping on desktop browsers, tablets and handheld devices using simple mapping designs
- Reduce time taken to develop web mapping applications using pre-configurations;
- Streamline complex geospatial business processes
- Gain new insights from geospatial data
- Gather key information and report it to the right people
- Improve publishing of mapping and geospatial data
- Improve accessibility to mapping and geospatial data
- Improve communication using mapping
- Reduce costs by sharing and re-using mapping application configurations
- Improve decision making by improving access to mapping data
- Reduce costs by automating geospatial workflows and visualisations

4. Service Scope

1Spatial's Web Mapping GIS Cloud Service provides you with the service to deploy VertiGIS Studio products in the cloud or to download on-premise.

It consists of a deployment of a range of VertiGIS Studio products which you use to produce and publish any number of applications to meet your users' requirements for GIS.

You can choose whether to deploy the unique capabilities provided by VertiGIS Studio Workflow, VertiGIS Studio Reporting, VertiGIS Studio Printing, or VertiGIS Studio Mobile within applications authored using VertiGIS Studio Web, or in applications authored using Web AppBuilder for ArcGIS. Or both.

Included in this service are:

- 1 x Standard Production server instance (8 cores, 32Mb RAM, 400Gb hard disk);
- 1 x Standard Non-Production server instance (4 cores, 16Mb RAM, 100Gb hard disk);
- Windows Server 2012 x64, Windows Server 2012 R2 x64, Windows Server 2016 x64, or Windows Server 2019 x64 operating system;
- PostgreSQL/PostGIS database;
- Standard 1Spatial Support;
- IIS web server set-up.

You simply choose your edition based on whether you want to use VertiGIS Studio Web to author, manage, and publish your GIS applications for ArcGIS, or Web AppBuilder for ArcGIS, and then decide how many activated ArcGIS Identities you have (ArcGIS Online and Portal combined).

4.1. Out of Service Scope

All the following items are not, by default, part of the 1Spatial Web Mapping GIS Cloud Service. However, 1Spatial can provide any of these at your additional request:

- ArcGIS Enterprise 10.5 and newer and ArcGIS Identities (required and can be supplied on a "bring your own" basis or can be purchased from 1Spatial);
- Security software (including anti-virus);

Implementation of user authentication;

- Data services (uploading, structuring, etc.)
- Any other RDBMs such as Oracle or SQL Server
- Upgrading of Geocortex software as new versions become available
- Configuration of Geocortex Essentials / authoring of applications
- Configuration of Geocortex Analytics reports/dashboards
- Configuration of ArcGIS Enterprise
- Back-up and recovery services
- Failover server instances
- Training services

5. User Support

1Spatial provides three support packages for software services - standard, advanced and premium packages.

5.1. Standard Support Package

1Spatial offers a Standard Support Package which includes the following benefits:

1. 1Spatial centralised Support Desk Service for raising licensed software service requests with software support engineers.
2. The 1Spatial Support Desk operates between the hours of 09:00 to 17:30 (UK time), Monday-Friday, excluding local public holidays.
3. Service Requests include the following:
 - Suspected Software Issues: The customer suspects the Software is functioning incorrectly and requires a software fix
 - Application Support: The customer seeks advice or guidance in the use of the Software for its intended function
4. Customers can request assistance from the Support Desk via email, telephone or online through the 1Spatial Customer Portal.
5. Each new request to the Support Desk will be logged in a Support Desk call-handling system where a unique call reference number will be allocated. An initial response will be provided to each Support Desk request that will detail the unique reference number, a suggested priority and summary of action.
6. 1Spatial will provide email or telephone assistance to customers to enable communications with 1Spatial's software specialists during the core hours specified above.
7. Where a major fault cannot be resolved within the specified time a site visit may be carried out. Unless this agreement provides services days to be automatically drawn upon, arrangements will be subject to negotiation between the Company and the Customer prior to the commencement of any such work.
8. Where a fault requires a software or documentation change in Third Party licenced software, an issue will be logged with the vendor. 1Spatial is not responsible for the schedule of issue fixes for any Third Party software but will communicate priorities on behalf of the customer Where the issues cannot be replicated or where further assistance is required to troubleshoot the problem, 1Spatial will engage with the vendor to obtain assistance.
9. 1Spatial will pass on suggestions for enhancements to the vendor for supported Third Party software. Although there is no guarantee any suggestion will be included in a future release, suggestions frequently influence product development decisions.

5.2. Advanced Support Package

1Spatial offers an Advanced Support Package which includes the following additional benefits:

1. Inclusive Service Days
 - 6 full service days each year to help you with your consultancy, training or onsite support needs
2. Software Installation Consultant
 - 2 full days access to a dedicated software installation expert

3. Quarterly Service Reviews

- A service review each quarter attended by your assigned Support Lead and your Account Manager (or other suitable 1Spatial representative). Includes provision of a detailed service report covering the relevant period

4. Software and Service Promotions

- Benefit from User Group promotions, discounts and special offers on software and services

5. 1Spatial Product Beta Program Membership

5.3. Premium Support Package

The Premium Support Package delivers a tailored service to support and administer 1Spatial and supported Third Party software across an organisation or within an enterprise solution. This could include elements from the Advanced Package, or as an example could include one or more of the following: The Premium Support Package delivers a tailored service to support and administer 1Spatial and supported Third Party software across an organisation or within an enterprise solution. This could include elements from the Advanced Package, or as an example could include one or more of the following:

- Specific or non-standard service levels
- A greater number of inclusive service days
- Dedicated onsite support
- Specialist remote support services
- Software Roadmap Updates
- Software Patch Releases
- Access to a 1Spatial Technical Lead
- Extended Life Support
- Membership on the 1Spatial Client Advisory Board

5.4. Product Maintenance

1. During the term of a Licensed Software Agreement, 1Spatial shall provide maintenance services to the Customer, any new versions of the Software and/or Documentation issued during the period of this Agreement will be made available to the Customer;
2. For VertiGIS Studio products from VertiGIS (formerly Latitude Geographics), the relevant policies are here: <http://www.vertigisstudio.com/legal#maintenance>
3. Other relevant Third-Party Software Policies are available on request;
4. All Software releases will be published via FTP. The Customer can download and install the new software directly from the FTP site. Alternatively, the Customer may request a copy of any new 1Spatial software on CD by emailing 1Spatial Support (support@1spatial.com);
5. Any product upgrades during the period of this agreement that relate to the licenced software will be issued to the Customer. All such software releases are accompanied by detailed Release Notes.
6. The Release Notes normally contain:
 - Instructions on upgrading to the new release;
 - Details of all functionality changes;
 - Details of the issues fixed in that build relative to the previous build;
 - Details of any known issues in this release;
 - Details of changes to public APIs or data structures;
 - Versions of supported Third Party products

6. Working with the service

6.1. Licences

The use of VertiGIS Studio software is subject to the License Agreement issued by Latitude Geographics, the current edition of which can be viewed here: https://www.geocortex.com/wp-content/uploads/2019/03/Latitude-MLA_L204_02-19.pdf

The use of other software provided by 1Spatial Web Mapping Services is subject to the licence agreements for those products.

The use of software that you provide is subject to the licence agreements that you have in place with the vendors of those products, for example, Esri and whichever security software that you choose to use.

6.2. Online Documentation

There is a wealth of online information available via the online Geocortex Documentation Centre that you can find here:

<https://docs.geocortex.com/>

6.3. Technical Requirements – Geocortex Products

VertiGIS Studio products all run in web browsers and currently support the following browsers:

- Chrome: Current version;
- Firefox: Current version;
- Microsoft Edge: Current version;
- Internet Explorer: Versions 9, 10, and 11 (not all VertiGIS Studio products, however);
- Safari on iOS 11 or higher (depending on VertiGIS Studio product)

These browsers are supported in the sense that their use with VertiGIS Studio products tested. Other browsers and browser versions may also work with VertiGIS Studio products.

1Spatial will confirm specific supported versions at the time of deployment and based on the Edition of the service being deployed and products that will be used.

6.4. Technical Requirements – Supported Versions of Esri Software

Supported Versions of ArcGIS products:

- ArcGIS Enterprise 10.5 and newer, including ArcGIS Server and Portal for ArcGIS
- ArcGIS Server 10.1 to ArcGIS Server 10.4, and ArcGIS Server within ArcGIS Enterprise 10.5 and newer
- Portal for ArcGIS 10.3 and newer: Portal for ArcGIS 10.3 or newer is required for secured content and sign-in using Portal for ArcGIS accounts

1Spatial will confirm specific supported versions at the time of deployment, and based on the Edition of the service being deployed and products that will be used.

7. Onboarding and Offboarding

1Spatial has a huge amount of experience developing and deploying applications built using VertiGIS Studio products.

To help you get up and running, the following services are offered:

7.1. Training

There are two formal training courses that we advise all new application authors and administrators to undertake:

Course	Duration	Location	Audience	Overview
Getting Started with Geocortex Essentials	2 days	1Spatial Cambridge	This course is ideal for those who are new to Geocortex Essentials and its viewer capabilities.	This course will be of particular interest to those who are new to Geocortex Essentials, this two-day, web-based, instructor-led training course provides you with the building blocks you need to configure solutions in Geocortex Essentials.
Developing Workflows for Geocortex Essentials	2 days	1Spatial Cambridge	This course is ideal for those who are already fa-familiar with Geocortex Essentials and want to learn how to start developing .NET based workflows.	Building on the Getting Started for Geocortex Essentials course, learn how the workflow capabilities of Geocortex Essentials can help you build client and server-based workflows.

There is one formal training course that we recommend for customers who want to implement workflows both in Geocortex Essentials (for online and offline use) and/or WebApp Builder for ArcGIS using the new (and included in the 1Spatial Web Mapping Cloud Service) Geocortex Workflow 5 technology:

Course	Duration	Location	Audience	Overview
Developing Client-Side Workflows with Geocortex Workflow 5	2 days	1Spatial Cambridge	This course is ideal for those who are already familiar with Geocortex Essentials and want to learn how to start developing client-side (Java Script) workflows using Geocortex Workflow 5.	Developing Client-Side Workflows with Geocortex Workflow 5 teaches you how to configure pre-built, client-side activities with JavaScript expressions, values, and decision logic to build interactive, feature rich forms with Geocortex Viewers and Web AppBuilder for ArcGIS applications.

There is one formal training course that we recommend for customers who want to implement reports both in Geocortex Essentials (for online and offline use) and/or WebApp Build for ArcGIS using the new (and included in the 1Spatial Web Mapping Services) Geocortex Reporting 5 technology:

Course	Duration	Location	Audience	Overview
Getting Started with Geocortex Reporting 5	2 days	1Spatial Cambridge	This course is ideal for those who want to learn how to start developing report templates using Geocortex Reporting 5.	The Getting Started with Geocortex Reporting (GSGR) gives authors the skills and knowledge to collect and compile spatial, non-spatial and relational data in a report for Geocortex Viewers and Web AppBuilder for ArcGIS applications.

In addition to the formal training courses described above, 1Spatial can tailor training content to meet your specific needs.

7.2. Evaluation/Trial Service

1Spatial's Web Mapping Cloud Service, underpinned by VertiGIS Studio Essentials, can be made available for trial periods of up to 60 days.

Please contact sales@1spatial.com for further details. Please note that for this to be effective, 1Spatial would expect you to undertake at least basic software training and share with us your expectations, goals, and evaluation criteria.



Unlock the value of your data