

G-Cloud 13 Cloud Support

**1Spatial Data Management Implementation
Service
Service Definition Document**

Contents

1. 1Spatial Company Profile	3
2. Service Description	5
3. Service Features and Benefits	6
4. On Going User Support	7
4.1. Standard Support Package	7
4.2. Advanced Support Package	8
4.3. Premium Support Package	8
4.4. Maintenance	8

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



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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 Data Management Implementation Service provides support, guidance and action to implement your data quality strategy and implementation plan. That strategy and implementation plan can either be from a project with 1Spatial's Data Management Advisory Service, or from a strategy and implementation plan you have put together within your organisation. Our Implementation Service provides access to 1Spatial's dedicated practice of geospatial professionals. Using their extensive domain knowledge in data management with expertise knowledge of databases, applications and infrastructure, our professional service team help you migrate data from legacy systems into your next-generation cloud platforms and transform data quality manage strategies into reality.

Through 1Spatial's best of breed toolset, your data can be integrated into an infrastructure that maximises performance, data access, data integration and data quality within a framework that will support your growing data and user volumes. Building on this toolset for ETL processes, data quality rules and data engineering actions can save on months of development, while delivering known scalability and performance.

1Spatial's expertise for building geospatial data management services for your next generation cloud platforms include:

- Technical design and architecture of geospatial data management solutions
- Understanding and assessing geospatial data management deployment options
- Selecting geospatial data management solutions
- Planning for capacity, throughput and performance
- Integrating with other cloud and on-premise software

1Spatial's professional services team can take on as much of the implementation work of configuring software to build your next generation cloud solution. Our approachable and flexible team are available to help with solution building, or simply to advise as you're working on the project yourself. 1Spatial consultants frequently advise on the selection of geospatial data management services for cloud deployment. 1Spatial's deep understanding of geospatial services gives us insight to advise on future service development roadmaps, drive innovation and collaboration with early adopters.

Quality Assurance

1Spatial's Quality Management System is certified to satisfy the ISO 9001:2015 standard by our external auditor, LRQA. 1Spatial have formal procedures governing the quality of work. In addition, 1Spatial are regularly required to conform to our client's QMS procedures and quality assurance standards.

Testing

To ensure the data infrastructures meet the requirements of your cloud platform, are interoperable with legacy systems, and are mature enough for live service, it is critical that a robust approach to Test, Evaluation and Acceptance is employed. This important work is offered by our professional services team when configuring software to build your cloud data management solution.

Implementation, Integration and Test activities will be conducted iteratively using the Agile development framework. Key to the success of this framework is stakeholder engagement and involvement at each phase of the implementation process.

Through the implementation project data processes, rules or actions that are configured are then run with their own automated unit tests, supported by wider end-to-end testing. Where appropriate, these will be built into continuous integration environments, meaning testing is integrated throughout the project lifecycle, with each feature being “fully tested” as it’s developed, rather than most of the testing coming at the end of implementation. This approach also provides a framework for stress and performance testing.

3. Service Features and Benefits

2.1. Service Features

- Design and build geospatial, GIS or mapping data management systems
- Design and build geospatial, GIS or mapping data schemas
- Extract, Load and Transform (ETL) geospatial, GIS or mapping datasets
- Integrate geospatial, GIS or mapping data
- Design and build automated geospatial data quality and data governance processes
- Transfer knowledge relating to geospatial, GIS or mapping data management
- Transfer knowledge relating to geospatial, GIS or mapping data quality and data governance

2.2. Service Benefits

- Improve decision making by improving confidence and trust in geospatial data
- Improve regulatory, directive or policy compliance by improving quality of geospatial data
- Improve service provision and customer experience by increasing reliability of geospatial data and access to data
- Satisfy growing user needs and demands from existing data
- Reduce costs by automating geospatial data management

4. On Going User Support

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

4.1. 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 future release, suggestions frequently influence product development decisions.

4.2. 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

4.3. 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:

- 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

4.4. Maintenance

During the term of ongoing support, 1Spatial provide maintenance services to customers, any new versions of the Software and/or Documentation issued during the period of this support will be made available to the customer.



Unlock the value of your data