

G-Cloud 13 Cloud Support

1Spatial Data Management Advisory 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.



over 50 years
innovation + development
in Geospatial solutions

Global offices

Cambridge, Washington, Melbourne, Dublin, Sydney, Nimes, Paris, Chambéry, Dublin

Technology partners

SAFE SOFTWARE, Trimble, Snowflake, Leica Geosystems, esri, VertiGIS, ORACLE Gold Partner, Neueda, SAP here, GEOLINKS

Industry sectors

Military, Telecommunications, Facilities Management, Emergency Services, Utilities, Transport, Mapping authorities and land management, Government

Reseller partners

US, Algeria, Canada, Cameroon, Netherlands, Malaysia, Russia, Tunisia, India, Senegal, Brazil, Morocco, New Caledonia, Kuwait

Customers

GREATER LONDON AUTHORITY, Network Rail, ENGIE, Northern Gas Networks, United Utilities, ADOOT, nethys, Suez, Google, Kansas, BMB, PSIR, LM

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

As a software solutions provider and global leader in managing geospatial, GIS or mapping data, 1Spatial adopts a user-centered design approach to data management in the cloud. Cloud-based solutions purchased as part of a wider data quality or data management strategy are most effective in meeting the requirements of the user as they have a defined role. 1Spatial's Data Management Advisory Service help you develop that data quality and data management strategy, to ensure that you purchase and configure a cloud solution that best meets your needs resulting in increased productivity in your organisation and a strong return of investment.

1Spatial specialise in solving complex data problems, making your data smarter and freeing you up to concentrate on the important task of running your business. Applying agile work principles, 1Spatial work with key users and stakeholders in your organisation to understand your data and link it to your underlying business needs and objectives.

1Spatial's Professional Services Team combine data review techniques and methodologies to improve your understanding of data and model desired outcomes to meet your business needs and objectives.

The combination of our people and our technology, results in good quality data, in which you can have confidence in your evidence-based decision making.

How we do it

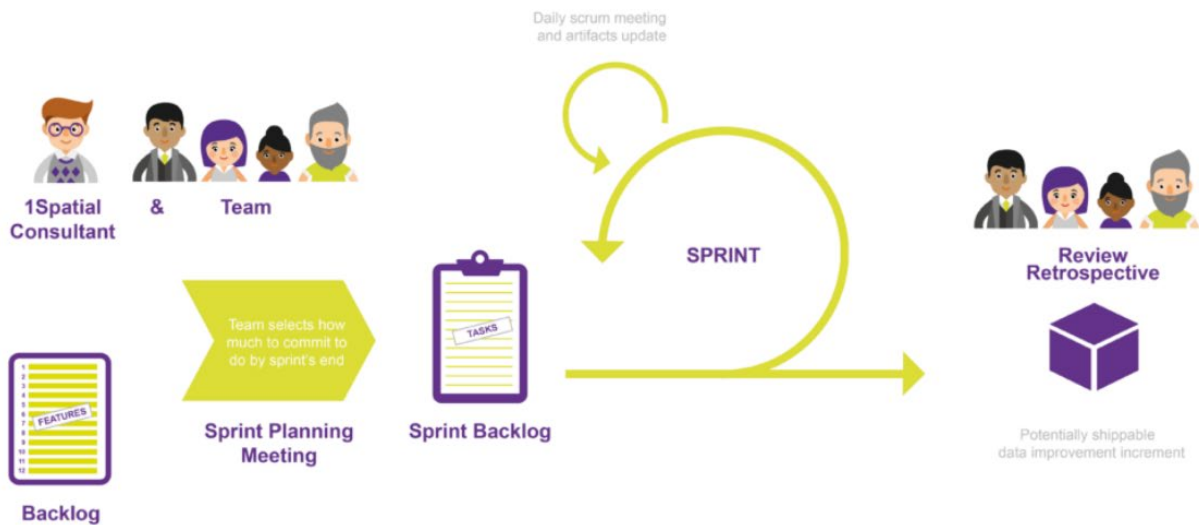
1Spatial's user-centered design approach to understanding your data challenges and requirements starts with understanding user needs and gaining insights. To gain an initial understanding of your activities or jobs, technology environment, data and processes 1Spatial typically start with data discovery workshop.

Following the initial workshop the professional services team deliver a proposed implementation plan through three repeatable steps:

1. Review and Plan
2. Design Sprint
3. Retrospective, Review and Plan

The workshop typically takes place on your premises to bring together users and stakeholders in your business. These sessions are an opportunity for our Professional Services Team to understand your current processes and data management challenges. From these sessions a backlog of work is created and prioritised for our professional services team to take and review over a two week sprint.

Backlog tasks are then assigned to a Design Sprint, each of which normally lasts for one or two weeks. During each sprint, 1Spatial's advisory team will work through the backlog of tasks in the prioritised order agreed in the workshop.



When 1Spatial have completed these tasks, 1Spatial present these back to users and stakeholders in a Retrospective, Review and Plan session. Through the Retrospective, 1Spatial learn from our joint experiences and agree actions to make sure 1Spatial continuously improve for the next iteration and maintain a user-centered approach. During the Retrospective, 1Spatial will also start to prioritise the work for the next sprint.

Using this methodology for agile data consultancy enables collaboration and the opportunity for feedback as quickly as possible while eliminating wasted time. Following this process results in a data quality management strategy and solution implementation plan which meets the client's needs and on which all parties can agree and implement.

By having this data quality management strategy in place you will be in a position to build your cloud-based data quality solution with a clearly defined role for that solution, meaning that when deployed the solution will achieve its full potential. Ultimately this results in increased confidence with evidence-based decisions, improved productivity across the organisation and a strong return of investment.

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 3 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