

G-Cloud 13 Cloud Software

1Spatial Data Quality and Data Governance
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.



over 50 years
innovation + development
in Geospatial solutions

Global offices

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

Technology partners

SAFE SOFTWARE, Trimble, Snowflake, Leica Geosystems, esri, Neueda, SAP here, ORACLE Gold Partner, VertiGIS, 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, NORTHERN IRELAND WATER, ENGIE, Northern Gas Networks, United Utilities, ADOT, nethys, Ombudsman, suez, Google, Kansas, BTMB, PSIRA, European Commission, 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 governments 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

1Integrate underpins 1Spatial's Data Quality and Data Governance Cloud Service. 1Integrate is 1Spatial's software for validating, cleaning, transforming and enhancing your spatial or non-spatial data using automated rules.

1Integrate allows you to define your rules to ensure compliance of your data across the enterprise according to your needs and business processes. 1Integrate is available to purchase either on premise, in your own managed public or private clouds or in a trusted public cloud configured by 1Spatial.

1Spatial can also provide consultancy services for defining the rules you need.

3. Service Features and Benefits

Features:

- Apply business rules automatically and efficiently to spatial and non-spatial data
- Validate data and pinpoint the exact location of errors
- Apply rules-based data re-engineering tasks to automate correction, creation, update integration and transformation of datasets
- Create and manage multiple rule sets for different datasets and services, all through a user interface – no coding, scripting or confusing workbenches required
- Capture data management requirements and replicate complex decisions by implementing intelligent, context-aware rules in a central managed rule repository
- Invoke processes from external systems via web services
- Scale the system by adding processing resources to increase throughput when needed
- Simple configuration for user access control and data quality results dashboards
- Connect directly to your databases, or upload files for immediate processing
- Consultancy available to author rules

Benefits:

- Check the compliance of data across your enterprise
- Control, consistency and confidence in your data
- Allow accurate decision making, align regulatory compliance and improve customer experience
- Save time and money automating costly manual processing
- Provide conformance checks to internal and external users
- You have control - can download to run on premise or in the cloud
- Benefit from over 50 years of geospatial experience to help deliver the right solution for your business

4. Service Scope

4.1. Software:

1Spatial's Data Quality Cloud and Data Governance Service enables users to collaboratively define and enforce business rules to measure, maintain and improve spatial data quality.

4.1.1. 1Integrate:

1Integrate is the rules engine which allows users to:

- Define data stores to access data, either data available from a database or as files to be uploaded.
- Configure schema mapping to specify how the data should be loaded, named and structured.
- Use the rule builder to create and manage sets of rules to apply to your data:
 - Validation rules to check the validity of the data
 - Processing actions to create custom reports for data that does not conform to your rules
 - Processing actions to correct data that does not conform to your rules
 - Processing actions to transform, create or integrate data
- Define sessions to implement data processing workflows
- Run sessions to apply the rules to the data and produce a result:
 - Validation reports and statistics
 - Fixed, improved or newly created data
- Automate your processes
- No-code user interface
- Connect to wider data flows via REST APIs

4.1.2. Security and user management:

1Integrate can be configured for secure HTTPS access with a security certificate. Only authorised 1Integrate users can access the system and they can only run the rules that have been allocated to them by an administrator. Deployments that are on premise or on a client managed cloud service are the responsibility of the Buyer.

4.1.3. Scalability:

1Integrate provides power, performance and scalability and has been used in many projects to solve problems involving advanced processing for large amounts of data. 1Integrate engines are used to process requests and additional engines can easily be added to 1Integrate to scale up and achieve high performance.

4.2. Services

1Spatial provide a full range of consultancy services for creating and applying rules for 1Integrate. Customers will benefit from years of successful deployments and rule writing expertise to provide the most effective automation for your data validation and processing needs.

4.3. Deployment options

1Integrate was built from the ground up as a server-side tool that runs within an application server and provides a web-based user interface and a RESTful API.

The following deployment options are available:

- On-premise within your IT infrastructure.
- Within a cloud infrastructure

- Either a hosted cloud service that you provision and manage (public, private or hybrid)
- Within Microsoft Azure Cloud provisioned by 1Spatial
- No deployment: Provide the data to 1Spatial consultants who can create and apply the rules to the data and return the results.

5. User Service Support

5.1. Standard Software Support

1. 1Spatial provides a centralised Support Desk Service for raising service requests for assistance with the licenced software.
2. The 1Spatial Support Desk will be operated 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. The Customer 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 communication 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 Data 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 Products 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
- Product 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

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.

6. Training

1Spatial Consultancy Services provides expert training for the 1Spatial Data Quality and Data Governance Cloud Service, focused on data integration, data governance and data quality.

Training courses are based upon established training content or tailored training content to a specific client's individual requirements.

7. Working with the service

When using the hosted service, the software is already installed and only requires access via a web browser, for example, Edge, Chrome or Firefox. Configuration of the service, rules authoring, and data upload and processing can be performed through the web interface.

Online documentation is included with the software which explains how to create rules. Training courses for rules creation can also be purchased from 1Spatial.

Access to the capabilities is available via documented SOAP and REST APIs.

8. Onboarding and Offboarding

When purchasing the software to install on premise or on a cloud environment that is not managed by 1Spatial, full installation guides are provided.

Online documentation is included with the software which explains how to administer the software and create rules. Training courses for rules creation can also be purchased from 1Spatial for in-depth training.

1Spatial consultancy services can also be purchased to advise and create rules to meet your specifications or requirements.

At the end of the contract period, rules can be downloaded as an XML format before the software is decommissioned.

9. Trial Service

The 1Spatial Data Quality and Data Governance Cloud Service can be made available for a trial period, please contact; sales@1spatial.com for further details.



Unlock the value of your data

