G-Cloud 13 Cloud Software

1Spatial Data Integration Cloud Service (FME)
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

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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.

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Claire Milverton, CEO, 1Spatial

50+ Years of Experience	Our Software & Solutions	£27 Million Revenue	95% Customer Retention
Talented, driven and committed people to deliver the optimal technology and experience for our customers.	Tools and expertise, provide an automated approach to spatial and non-spatial data validation and enhancement.	Strong financial performance enables operational excellence for our organisation and success for our customers.	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

This document is a Service Definition for the deployment of the FME Platform in Cloud and\or virtual environments. Our service covers our value-added solution delivered by 1Spatial Group Ltd in the UK, using technology created by Safe Software Inc, Vancouver, Canada.

1Spatial is a Platinum Partner of Safe Software and in addition a 'Premier' Managed Service Provider (MSP) for FME Cloud.

Using a public or private cloud, the FME Platform offers the ultimate platform for connecting the web, combining the automation and format connectivity power of FME with the flexibility of the cloud. No other tool is able to handle the complexity of spatial data in apps like Google Maps, ArcGIS Online, CARTO, and hundreds more formats, environments and data containers.

Start by building integration workflows in FME Desktop's drag-and-drop interface. Then use FME Server or FME Cloud to run them constantly in real time, in response to events, or on a time interval. Scale up or down as needed.

Deploying your ETL processes in the cloud can lower the cost of ownership through perpetual, pay-as-you-go, CPU time and subscription payment profiles, all with the ability to schedule machine on-time only when you need it or continuously. Whilst traditional on-premise ETL still holds true for data that is also within your firewall, for short transactions or for manipulating data to, or from the cloud, FME deployed in the Cloud can provide a more flexible and cost effective approach to managing your data.

3. Service Features and Benefits

Safe Software's product platform; FME, is the global leader in extract, transform and load (ETL) and data integration technology solutions that help both data and spatial data professionals alike solve their data interoperability challenges. The FME software platform makes it easy for users to efficiently use and leverage their data in any format, structure or application - while improving efficiency, reducing costs and managing risk to the business.

FME is the de facto standard and is used by GIS, CAD, ETL and database vendors as well as thousands of customers in over 116 countries in a wide variety of industries and vertical markets. It has the ability to interact with all the key vendor's product suites including Oracle, IBM, ESRI, Intergraph, Autodesk, Pitney Bowes, Microsoft, Google, Bentley and many more. Core to the product is its ability read and write 500+ data formats and then transform that data, such that it's in the right structure, for the right person, to gain value from it at the right time.

What truly distinguishes FME is not only its ability to provide this unparalleled format support and the most powerful set of data model transformations, but also its ability to address arguably the complete spectrum of ETL tasks on tabular and spatially enabled data:

3.1.   Translate

With readers and writers for hundreds of GIS, CAD, raster and database formats, FME enables quick translation of data to/from hundreds of formats, while providing the ability to view and inspect these translations at any step in the process.

Format to format data translation doesn't need to be time-consuming. A smart alternative to writing code, FME makes translating data between multiple formats quick and simple. Just point and click to create graphical data flows which move your data. Then either run the process right there and then in FME Desktop or publish it to FME Server or FME Cloud and schedule it to run, or alternatively run it in response to a trigger, like a database update or the arrival of an email. FME offers the ability to run sophisticated and reusable data translations.

3.2. Transform

FME's gallery of hundreds of Transformers (individual processing tools, each uniquely configurable) offers unlimited ways to transform the row, cell or geometry of your data, as it moves from the source data repository or system to a destination system.

Often having an FME transformation script can mean that your process can be automated or even run out of hours as a scheduled task, taking the hard work out of running a data processing task.

3.3. Conflate

FME makes it easy and efficient for organisations to create a unified view of their data from many different sources. Data can be combined or re-modelled on the fly, making it immediately useable to a diverse community of users.

3.4. Distribute and Disseminate

Should it be required FME can reach beyond the desktop with flexible web services and powerful batch processing capabilities that can enable large amounts of data to be efficiently distributed over the web. End users can easily access the most current data in the format and coordinate system of their choice – without increasing the burden on IT or GIS teams, whilst always ensuring the data you are looking at is current and valid.

FME offers a flexible and powerful ETL toolset for:

• Quick data TRANSLATION for hundreds of formats
• Flexible data model TRANSFORMATION
• Powerful INTEGRATION between multiple data types
• CONNECTION of disparate applications and systems

3.5. Secure

When dealing with data integration in the cloud the safety and security of your data is top priority. FME Cloud's architecture is built using the physical infrastructure of Amazon Web Services, providing many benefits, like the ability to choose where your data is stored as well as industry-recognised certifications and audits including ISO 27001, PCI Level 1, and SOC 1/2.

All connections are made over SSL using high-grade encryption, and two-step authentication is available for added security. FME Cloud offers role-based permissions and provides regular backups. Plus, unlike other providers, we follow a single-tenancy model which means nothing of yours is shared with other customers.

4. Service Scope

The FME Platform comprises three main products. These products include support for different commercial options as follows:

- FME Desktop can be procured under a **perpetual licence agreement**, or as part of an **annual subscription service.**

- FME Server can be procured under a **perpetual licence agreement**, or as part of an **annual subscription service**. In addition, the capacity of FME Server can be scaled through the purchase of 'FME Server **CPU time**'. This credit is allocated to a serial number of a production FME Server environment with at least 1 standard FME Server engine and the credit can be drawn down, on demand. Note that with this commercial option it is necessary for the host environment to have some whitelisted URL and port configuration.

- FME Cloud can be procured under a **pay-as-you-go credit-based** draw down commercial model managed by 1Spatial, or as part of an **annual subscription service**.

4.1.   FME Desktop

FME Desktop is the authoring environment in which your data integration workflows are constructed. FME Desktop is supported for deployment on premise, or can be deployed on virtual machines (e.g. VMWare or equivalent) or on cloud hosted instances that offer the ability to host Windows, Linux or Mac OS instances.

4.2.   FME Server

FME Server is the on-premise or private\public cloud solution for organisations that wish to move their data integration processes to the enterprise. FME Server can be deployed on premise or can be deployed on virtual machines (e.g. VMWare or equivalent) or on cloud hosted instances that offer the ability to host Windows or Linux instances. In addition FME Server can be deployed with Docker or Kubernetes.

FME Server offers, amongst other things:

- Logic based integration through its Automation tools.

- The ability to host web applications quickly, both simple and involved, with and without the need to have access to a software developer.

- Application integration through API and Webhook support. To perform application integration, you need some way of getting two completely different applications to "talk" to one another. FME Server is that middleman. One of the core features of FME Server has always been creating and handling event-driven workflows, which is the basis of application integration.

- Notification services to both send and receive (and process) email and other notification types.

- Task scheduling through an integrated interface.

All offered from a highly scalable, fault-tolerant and secure platform.

In addition, FME Cloud is FME Server hosted on Amazon Web Services (AWS) in the cloud and offers data integration and ETL in a fully hosted environment, offered as a managed service by 1Spatial.

4.3.   FME Cloud

Constraints

FME Cloud is effectively a different way for you to use and access FME Server. The FME Server you launch via the 1Spatial managed FME Cloud service is exactly the same as the one you would launch on-premise or in your own cloud, but without the need to manage the infrastructure it's deployed on yourself.

There are, however, some subtle differences in what is available, such as:

- Some advanced configurations options are not available on FME Cloud, such as distributed component installations.

- FME Cloud runs on Linux only, so not all readers and writer formats are available. For a full list of supported formats, please look at the Linux 64-bit column in this table https://www.safe.com/fme/formats-matrix/#platforms.

- Some formats require the installation of one or more third-party software components or plugins, or a license in order for FME to read or write the format. Any format that has a third-party plugin or extra cost plugin in the notes on the page listed above, may not be supported on FME Cloud. Please seek advice from 1Spatial.

Sizing

There are five instance sizes to choose from with FME Cloud at the time of writing. Instance sizes should be selected based on your application's specific needs. For questions or advice, please contact fme@1spatial.com.

1. Starter - 2 core with 4GB RAM
2. Standard - 2 cores with 8GB RAM and SSD disk
3. Professional - 4 cores with 16GB RAM and SSD disk
4. Premium - 16 cores with 64GB RAM and SSD disk
5. Enterprise - 48 cores with 192GB RAM and SSD disk

Unlimited Engines

Additional engines allow you to process jobs in parallel, ideal for web data from many sources. You can add as many engines as you need, within the constraints of your virtual hardware's specification.

Agility and Flexibility

You're in control of the costs and hardware. With a 1Spatial managed service we can help you to resize your instance quickly to cope with increased demands. For pay-as-you-go agreements we can advise on automatic machine start and pause schedules to maximise your credit and subscription customers can take advantage of reduced costs and an always-on approach.

Configurable REST API

In addition to the FME Server REST API, FME Cloud also includes a REST API to put you in control of managing the instance if required. Requests are made through clear URLs and responses are formatted in clear, readable JSON. FME Cloud also works nicely with other APIs, making customised integrations easy.

Highly Scalable

Even if your web service becomes extremely popular, FME Cloud can handle it. During peak demand, scale up to take advantage of the limitless computing capacity of the cloud. During periods of inactivity, pause the service to preserve credit.

Notifications and Mobile Support

As we're not at our desks 24/7/365. FME Cloud supports mobile devices through a dedicated app, the 'FME Data Express', allowing you to manage your instance on the go. You can also set up customisable alerts to notify you of possible issues.

Always Up to Date

Product improvements are ongoing throughout the year, and you're in control of how they're applied. As part of the 1Spatial managed service, FME Cloud customers receive a managed upgrade including, backup, restore and assistance testing the newly upgraded instance.

Multiple Regions

We can host an FME Cloud instance in one of seven AWS regions around the world: US East (Northern Virginia), US West (Oregon), Sydney, EU Frankfurt, EU Ireland, UK London and Canada (Montreal). If an AWS region isn't supported that you'd like to utilise, just ask and we can help to make the case. Pricing is the same for all regions.

4.4.   Public Cloud deployment

FME Cloud is the solution for public cloud deployment as per 4.3.

4.5.   Private Cloud deployment

FME Server is the solution for private cloud deployment and can be deployed on Windows and Linux 64bit operating systems from FME 2022. Containerisation with Docker and Kubernetes is also possible with FME Server.

FME Server should run on almost any virtualisation provider's platform, on any supported operating system. FME Server can additionally be installed in a distributed way to remove single points of failure.

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. A 3-tier Support Desk Service exists for raising requests for FME assistance. A dedicated support team offers tier 1 support, FME Certified Professionals (UK) are available at tier 2 and as a Platinum Partner we have access to a priority queue with the vendor, Safe Software, where absolutely necessary.

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 the Customer to enable communications with 1Spatial's software specialists during the core hours specified above.

7. Where a fault requires a software or documentation change, an issue will be logged in the 1Spatial internal issue tracking system. The support case status will be updated to 'Awaiting Fix' and the case will no longer be subject to the target resolution times.

8. Where a major fault cannot be resolved within the specified time a site visit or remote login 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.

9. 1Spatial will provide support to assist with the installation and operation of the products listed above. Assistance will be provided to identify and resolve technical issues. Some installation services for FME Server beyond express installations are not offered as 'standard software support' and may require the drawdown of costed service days.

10. In order to isolate the issue, 1Spatial reserves the right to request that replication details are provided for a non- customised, 'vanilla' environment.

11. If specialist help is required to debug issues encountered within a customised environment not reproducible in a standard or 'vanilla' environment, the support provided will not be subject to the targeted response and resolution times described in our service level agreement.

12. Where a fault requires a software or documentation change in Third Party licenced software, an issue will be logged with the vendor, such as Safe Software. 1Spatial is not responsible for the schedule of fixes for any Third Party software but will communicate priorities on behalf of the customer.

13. 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.

14. 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 Advanced Support Package components such as the following additional benefits. These additional options can be included through discussion based on the clients requirements:

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
  • Be one of the first to hear about and trial the newest 1Spatial software releases*

*Access to Beta releases for software resold by 1Spatial will be determined by the software vendor, although when available, access to such releases can usually be agreed on request.

Terms and conditions for the Inclusive Service and Software Installation Consultant Days:

1. Use of days is by mutual agreement on scope and scheduling
2. Any days must be used within the 12 month term, unused days cannot be rolled over
3. A normal working day consists of 7.5 hours, it is expected that these will normally be undertaken during normal office hours between 09.00 and 17.30
4. Excludes local public holidays, i.e. a 1Spatial Consultant based in England will not be available to work on English public holidays
5. Reasonable expenses for travel, accommodation, and subsistence will be charged at cost, and mileage at £0.45 per mile
6. Payment terms are 30 days and 1Spatial's Standard Terms & Conditions for the Supply of Goods and Services
applies

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

The description of the tailored services provided will be detailed either in a specific contract or in an annex to this agreement.

If you are interested in upgrading to this package, please contact your Account Manager.

5.4.   Product Maintenance

1. During the term of this 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. This is relevant to FME Desktop and FME Server. FME Cloud upgrades are handled directly in the managed cloud environment.

2. The Maintenance policies of Third Party Software will apply in addition and are available on request.

3. Where a Support Case is confirmed as being a reproducible issue, then 1Spatial shall provide an initial response to the Customer, in accordance with response times in the service level agreement. The initial response will detail a unique issue reference number, a suggested priority and summary of action. Priorities will be agreed with the customer.

4. All Software releases will be published via accessible public download for FME products, however, 1Spatial may offer a secure FTP alternative where required. The Customer can download and install the new software directly from the download site.

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.

The release notes 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. Installation and Deployment

Deploying FME Desktop and FME Server into a cloud environment can be quick and easy. More involved deployments can be required for greater resilience or scalability and in these cases 1Spatial are here to help.

Equally, as part of our managed service we can stand-up an FME Cloud instance to get up and running with in less than 48 hours, with a built and configured instance, and a deployment of FME Server for you to start utilising. The added advantage of FME Cloud is there's no hardware to maintain. The infrastructure is handled for you. This quick setup makes FME Cloud ideal for rapid prototyping before moving to an on-premises FME Server or if your web service has to be provisioned at short notice.

FME Cloud makes it easy to scale too, should your needs change.

6.2. Browser support

Safe.com, FME Hub, Safe Account and the FME Cloud management dashboard as well as the FME Server\Cloud interfaces are supported as follows:

- Microsoft Edge   - The latest stable version supported.
- Mozilla Firefox (all platforms) - The latest stable version supported.
- Google Chrome (Windows and Mac) - The latest stable version supported.
- Safari (Mac) - The latest stable version supported.

Notes on Microsoft Internet Explorer - In 2015 Microsoft released Edge as the browser to replace Internet Explorer (IE). Since then IE has not received major updates or added support for many modern web standards. Microsoft also discouraged the use of Internet Explorer as a default browser. To allow Safe Software to continue to take advantage of modern web standards to deliver improved functionality and the best possible user experience across all of their FME products, they have decided to end support for IE11.

The application resizes to fit the browser on the device. Additionally any app or mobile system could interact with FME Cloud via the REST API.

5.3.   FME Cloud API

The FME Cloud REST API puts you in control. Requests are made through clear URLs and responses are formatted in clear, readable JSON. FME Cloud also works nicely with other APIs, making customised integrations easy.

The FME Cloud API is organised around REST. The API is designed to have predictable, resource-oriented URLs and to use HTTP response codes to indicate API errors and accepts/returns JSON. Since the API is based on REST principles, you can use almost any HTTP client in any programming language to interact with the API.

You can explore the API using the documentation https://api.fmecloud.safe.com/api/documentation/.

7. Onboarding and Offboarding

To be productive using the FME Platform, including FME Desktop, FME Server and FME Cloud, let our FME Certified staff and professional training courses help you to unlock your full potential. Join one of our courses in person or online and find out more about the powerful features of FME and how best to put those capabilities to work for you effectively.
In our training we'll help you understand how best to manage your data, as well as assist with your format translation and data structural transformations. 1Spatial's FME training will allow you to realise your full investment in FME, right from the start of your data integration journey, by showing you how to use the world's leading Extract, Transform and Load (ETL) tool more effectively. Our training will help you to open up previously undiscovered possibilities.

Where a client contracts 1Spatial to undertake all of its ETL process production and management, training courses that we'd typically offer to 'enable' the client would not be necessary as 1Spatial's Consultants already have the necessary certification levels. A client undertaking ETL process design, production and management directly can also be further supported by 1Spatial as required at whatever project stages and for whatever tasks required, whether
it be ad-hoc advice, reviewing Workspaces, through to full solution design and project management. 1Spatial can provide training at its own training facility in Cambridge, on client site or via our online, fully hosted cloud training platform.

When offboarding a client, as a client is most likely to have a specific set of ETL processes scheduled and\ or triggered to run on FME, a transition plan will be constructed as required, specific to that client, for what needs to happen at the end of a contract. It is likely that this will involve the following:

- Data extract and provision back to the client
- End of service summary report and any other required documentation
- Completion Certificate provision

7.1.   FME Training

We offer three 2-day FME courses that can be delivered separately, or in a bespoke combination to suit your needs. We offer the training as part of a public schedule, the dates for which can be found on our website. This training is suitable for clients who might have small numbers of individual delegates and these classes are offered both online, in our Cambridge headquarters and at some regional training centres on request. For clients with 4 or more training candidates, a private course may be more cost effective and convenient, and we'd urge you to contact us to discuss your specific requirements.

Our courses (2 days each):

- FME Desktop Introductory
- FME Desktop Advanced
- FME Server Authoring

FME Desktop Introductory - This course provides a comprehensive Introduction to FME Desktop, intended for new users of FME, or users who wish to refresh their skills after some time of self-directed learning. In this training you'll learn the fundamentals of FME Desktop and in doing so, you'll get to grips with FME Workbench, the Data Inspector and the Quick Translator. The course covers managing format translations, performing schema mapping, transformer use and we'll look at the fundamentals of automated, "hands-free" data processing. This course does not have any delegate prerequisites.

FME Desktop Advanced - Take your FME skills to the next level with our Advanced FME Desktop training. On this advanced course you'll refresh your skills and receive a master class on the new features of the latest version of FME, you'll then learn some of the skills you'll need to build advanced workflows. Together we'll look at managing your complex data attribution, work with parameters to make your workspaces more flexible and look at performance techniques to allow you to seamlessly scale your data processing tasks as your data volume grows. This course is intended for existing FME users who have a firm grounding in FME already and want to push their data manipulation boundaries.

FME Server Authoring - If you've adopted the enterprise tools; FME Server or FME Cloud, to help you manage your data integration requirements, trainer led training will allow you to quickly integrate the service into your business architecture. In this session you'll be given your own access to an FME Server instance and your trainer will show you how to author FME workspaces to allow you to efficiently deploy them, as well as registering them with the best 'service' for your needs on FME Server or FME Cloud. We'll cover the FME Server Automations technology and even show you how you can deploy Workspace Apps easily to colleagues or clients, without having to write any code. To attend this course an expected prerequisite is that you have a firm understanding of FME Desktop already, since you'll need to use FME Desktop on the course but the focus of the training is on FME Server.

Every delegate receives comprehensive training materials and a set of training data that can be used after the course, for extra practice. Our courses are fully accredited by Safe Software and use their certified materials to ensure that you receive the highest quality of training from one of our FME Certified staff. If the structure of the 3 courses doesn't quite suit your requirements we can in most cases create a bespoke agenda that includes content from 2 or more of the courses, across a customised duration.

Training in the 1Spatial training facility includes:

- Certified FME training from a Safe Software Platinum Partner
- An FME Certified Trainer to deliver the course, with a minimum of 10 years training experience
- All relevant training materials
- Training data and FME workspaces supplied on a pen drive
- Dedicated training room with high specification training machines
- FME license provision
- Guest Wi-Fi access for multiple devices
- All refreshments and lunch (special dietary requirements can be catered for)
- Free on-site parking

Training via a 1Spatial online training platform may also include:

- Audio and video hosting
- Electronic file share
- Hosted training machines
- Remote access direct from your home or place of work

Alternatively training at a customer's facility may also offer:
- Flexibility to customise the course content with prior agreement (extra costs may apply)
- Remote assistance to help the local IT department to configure the training machines

7.2.   FME Mentoring

If classroom style training does not fit your needs, 1Spatial offers a range of FME consultancy and mentoring options available to be procured as one-off tasks or call-off days to be drawn down throughout the year at GCloud day rates. Contact fme@1spatial.com for further details.

7.3.   Documentation and User Community

All of the formal documentation for any of the FME Platform products can be found at https://community. safe.com. Additionally this resource centre includes "how-to" style articles, an idea exchange for requesting new features, a Hub for sharing community derived tools and a Q&A forum for asking questions.

Further to these public resources, 1Spatial provides a centralised Support Desk Service for raising service requests for assistance with the licenced software. A 3-tier Support Desk Service exists for raising requests for FME assistance. A dedicated support team offers tier 1 support, FME Certified Professionals (UK) are available at tier
2 and as a Platinum Partner we have access to a priority queue with the vendor, Safe Software, where absolutely necessary.
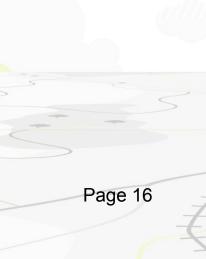
8. FME Trial Service and Evaluation

FME Desktop and FME Server can be made available for a fixed trial period by 1Spatial to a client to assess the capabilities of the tool and deploy on a platform of their choice. FME Cloud can be made available also to trial, however, a fixed, time limited credit limit will be made available free of charge for this purpose. Any additional usage beyond this cap will be chargeable.

As a value-added reseller of Safe Software's FME Platform, 1Spatial offers a service for facilitated product evaluation where we can assist in building your business case through to aiding the construction of your proof-of- concept (PoC). Some of these consultancy activities may be chargeable.

Please contact fme@1spatial.com for further details.

Unlock the value of your data