

# Emu Analytics

Professional Services  
Service Definition



## 1. Service Overview

This document is a Service Definition for the consultancy based professional support services for the cloud based software solutions offered by Emu Analytics under the G-Cloud framework.

Emu's team consists of a mix of senior technologists (for example, 20 year+ professional experience in technology delivery roles), senior business consultants (senior management / C Level background, with previous experience in firms such as KPMG, Accenture & Vodafone) and junior team members including developers, data scientists and GIS/location insights specialists and trainers.

Emu Analytics offer consultancy-based cloud support services in parallel to their cloud-based software solutions. The offered consultancy relates to activities that are relevant to client specific needs and operations of Emu's software offerings, in areas that include (but are not limited to):

- Solution implementation
- Solution adaptation
- Solution bespoke feature developments
- Solution hosting and operation
- Solution training
- Data integration
- Data persistence
- Data analysis
- GIS consultancy

The service portfolio, along with supported usage patterns, is described further in Figure 1 below and in section 2.

Figure 1 - Emu Analytics cloud service portfolio – flexible to match your needs



Emu Analytics Service Component		Cloud Hosting <sup>1</sup>	Software <sup>2</sup>	Professional Services <sup>3</sup>	Content <sup>4</sup>	Support Services <sup>5</sup>
Need	Emu G-Cloud Service					
To use Emu Analytics Software-as-a-Service cloud based solutions and pay a licenced subscription	<ul style="list-style-type: none"> <li>Flo.w</li> <li>Emu Professional Services</li> </ul>	Provided by Emu Analytics	Provided by Emu Analytics	Provided by Emu Analytics	Provided by Emu Analytics and/or your own data assets if required  Optional	Provided by Emu Analytics
Emu Analytics to help me design and implement Emu Analytics Software-as-a-Service applications on my cloud infrastructure with an option for Emu Analytics to help me manage it	<ul style="list-style-type: none"> <li>Flo.w</li> <li>Emu Professional Services</li> </ul>		Provided by Emu Analytics	Provided by Emu Analytics	Provided by Emu Analytics and/or your own data assets if required  Optional	Provided by Emu Analytics  Optional <sup>6</sup>
Emu Analytics to give me advice or help on moving or deliver additional integrations or RFC's to existing Emu Analytics cloud solutions	<ul style="list-style-type: none"> <li>Emu Professional Services<sup>7</sup></li> </ul>			Provided by Emu Analytics		
To renew an existing Emu Analytics hosted or self-hosted service	<ul style="list-style-type: none"> <li>Flo.w</li> <li>Emu Professional Services</li> </ul>	Provided by Emu Analytics				Provided by Emu Analytics  Optional <sup>8</sup>

<sup>1</sup> Emu Analytics will host your instance of Flo.w on Amazon Web Services (AWS)

<sup>2</sup> 12 months licence duration for Flo.w

<sup>3</sup> Consultancy, design and implementation services purchased on a fixed price day rate (if required)

<sup>4</sup> Provision of data services e.g., Emu Analytics datasets, 3<sup>rd</sup> party commercial data sets or open datasets (if required)

<sup>5</sup> Support services, monitoring, backups and patches

<sup>6</sup> If Emu Analytics software is hosted on your cloud, then Emu Analytics can offer support models to match requirements

<sup>7</sup> Emu Analytics will provide required professional services to assist with requirements related to the existing Flo.w software solutions, as required

<sup>8</sup> Ongoing support for self-hosted Emu Analytics applications in your own cloud or for additional non-standard support related to hosted services (if applicable)

## 2. Service Applicability

The services will support the following scenarios:

- Emu Analytics Cloud Software Digital Marketplace entries for:
  - Flo.w
- Cloud hosted deployments of Flo.w built by Emu Analytics or approved partners
- Customers wishing to deploy Emu Analytics software onto their own private or public cloud platforms
- Customers wishing to integrate or augment existing systems with Emu Analytics cloud solutions

## 3. Pricing

The services described are available on a fixed price basis. Please refer to the Pricing document attached to this G-Cloud service for further details.

## 4. Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud service.

## 5. Contact Details

Please contact Emu Analytics on the number or email below to discuss your requirements. Ordering is by Purchase Order only; Emu Analytics will invoice on receipt of a Purchase Order.

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