

Service Definition Document – Visual Media Services

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Service attributes

Service type

Cloud support

Service name

Service name

Visual Media Services

About your service

Service description

Supports project delivery, stakeholder engagement, and decision-making. Includes flythrough animations, photomontages, 4D planning and scheduling.

Service features and benefits

Service features and benefits

Service features

- Flythrough animations using industry-standard engineering data types
- Photomontages combining high-quality photography with iterative drafts
- 4D visualisation adding temporal aspects through scheduling and sequencing information
- Integration of client brand guidelines into all deliverables
- Integration within Jacobs VES provides an immersive digital environment

Service benefits

- Clear understanding of project scope and design for stakeholders
 - Enhanced communication and improved decision-making
 - Reduced objections, delays, and reputational risks
 - Improved stakeholder engagement and collaboration
 - Significant savings and reduced construction risks
-

Planning

Planning

Planning service

Yes

How the planning service works

Jacobs works closely with clients to understand project requirements, guide them through the process, and ensure the best possible outcomes. This includes initial scoping and consultation discussions, review of content availability and requirements, and guidance for advanced features selection.

Planning service works with specific services

No

Setup and migration

Setup and migration

Setup or migration service available

No

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

Visual media deliverables such as photomontages, flythrough animations, and 4D simulations undergo stringent quality checks via our CRAV process to ensure top-notch standards. We validate engineering data meticulously for accuracy and consistency, adhere to industry best practices for integration, and include an iterative review cycle. Milestones in the review process prioritize efficiency and reporting for visual media projects, with engineers and design team's validated data involved throughout. Quality assurance remains pivotal in every phase of visual media production, from initial data preparation to the final rendering, facilitated by our iterative and collaborative design reviews.

Security services

Security services

Security services

No

Training

Training

Training service provided

Yes

How the training service works

Training as required related to Visual Media services. Jacobs enables feedback sessions and support for the duration of production, final content is self-contained in either video or image format and does not require any formal training.

Training is tied to specific services

No

Ongoing support

Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
- Hosting or software provided by your organisation

How the support service works

Where software solutions have been delivered, ongoing support is provided as part of our service offering. This would include maintenance and enhancements depending on the agreement and the priorities of the customer. Full 365 day support desk capabilities are an option if appropriate.

Service scope

Service constraints

No

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a response time of 48 hours

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

To be agreed with clients

Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

01/01/2024

What the ISO/IEC 27001 doesn't cover

ISO certification is location, staff and corporate application specific, covering in-house developed applications, meaning depending upon client need (for example, developing on client hardware) we may require client certification, or additional discussions.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

No

Social Value

Social Value

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality
- Equal opportunity

Fighting climate change

Reduces carbon footprints by enabling wider stakeholder understanding early on in project a life-cycle and mitigating the need for abortive engineering and construction tasks as well as production, transportation, and travel associated with major projects.

Covid-19 recovery

Virtual events enabling wider stakeholder engagement activities have become the new normal in the post-pandemic era, and visualisation and visual media provide content for this type of engagement.

Tackling economic inequality

Visualisation and visual media can bring plans to life to help support business development and funding for projects aimed at bridging the gap of inequality.

Equal opportunity

The service offering directly through Jacobs or its third-party partners ensure they address skills gaps and support employment and skills opportunities as well as support innovation and disruptive technologies. Visualisation and visual media can bring plans to life for stakeholders and for wider understanding to enable more inclusive and informed decision making

Pricing

Price

£400 to £2,500 a unit a day

Discount for educational organisations

No