

G-Cloud 15 Service Definition



Metabase

Business intelligence and analytics

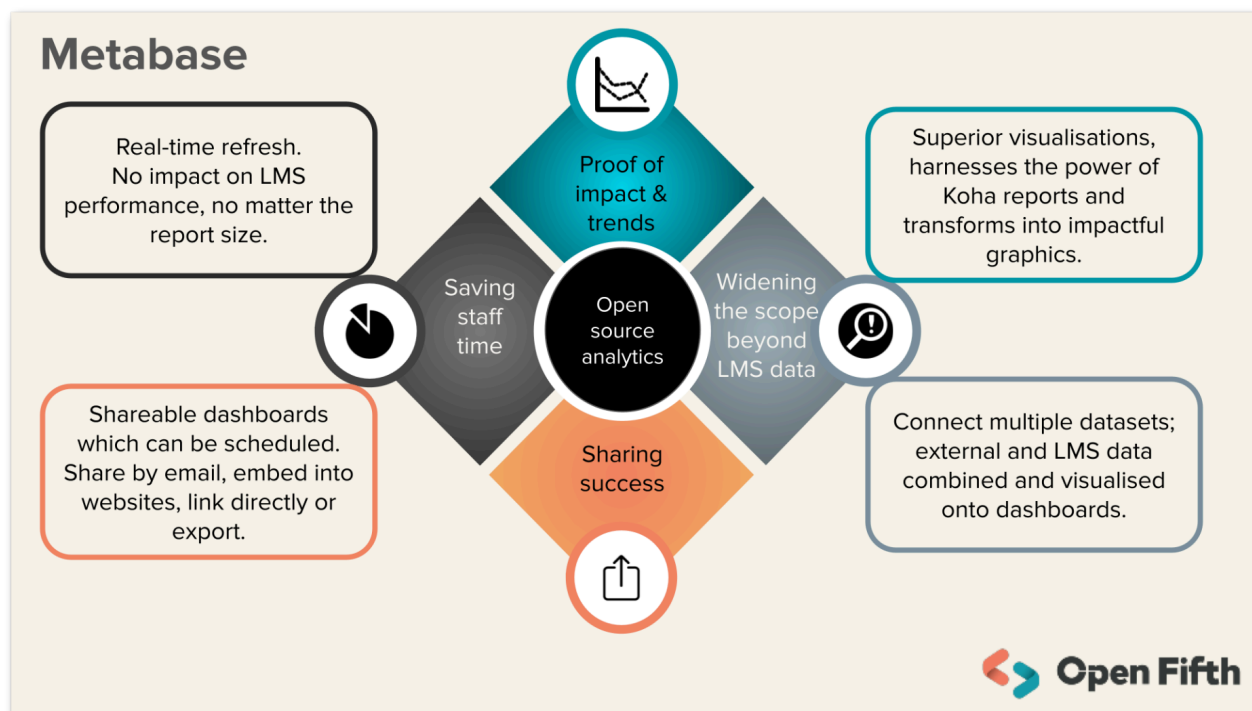
Freeing libraries and archives to do the things they do best

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An overview of the Open Fifth Metabase business intelligence and analytics G-Cloud service

Metabase is an open source web-based business intelligence and analytics system. Adding Metabase to any of Open Fifth's services (e.g. Koha library management system) allows the reports to be visualised graphically and grouped in real-time dashboards which are customised for user groups.



Key features

- An extensive array of graphical data visualisations
- Customisable dashboards
- Linking to detailed data at any point of interest in a report
- Business metrics
- Easy to use custom report tool
- Native SQL report tool
- Apply dashboards and graphic charts to existing Koha reports
- Granular control over data access and reporting permissions
- Integrate reports from other applications.

A full range of implementation services provided by Open Fifth, including installation and configuration training, server hosting and high-quality ongoing annual support.

Open standards supported and documented

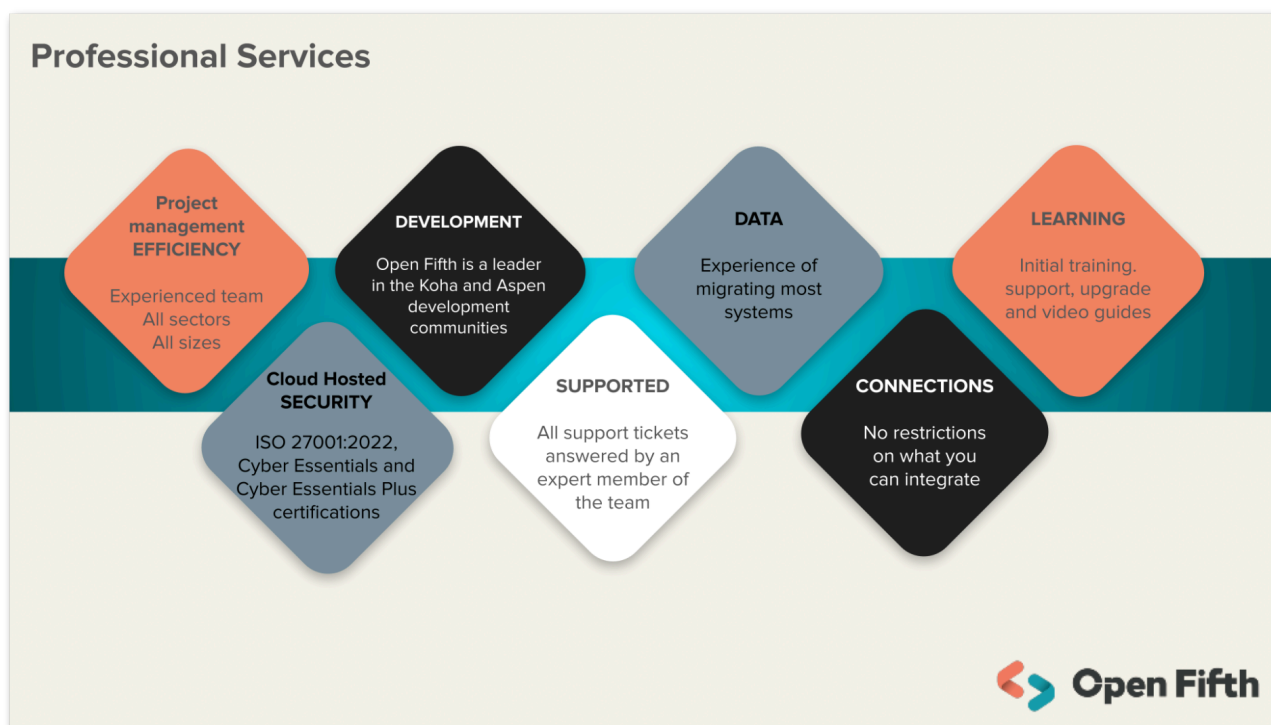
Metabase supports key standards such as SMTP, SSL, SSH, JSON, CSV, LDAP and Google Sign-In.

Open source software used and documented

Metabase is an open source, web-based business intelligence and analytics system and the application is licensed under the GNU General Public License (GPL) version 3 or later.

Full documentation is available at <https://www.metabase.com/docs/latest/>.

Open Fifth services and support



- **Systems implementation** experience from projects managed at over 130 UK institutions covering all sectors and sizes of library and archive. From within our team, we have decades of experience employed in libraries.
- **Data conversion** carried out within the ISO 27001 approved regime of secure data handling, giving the assurance of a smooth transfer of current and historic data and transactions from legacy systems.
- **Systems integration** work carried out across a wide range of common systems in the industry including systems for authentication and library management systems, as well as other analytics providers such as Google Analytics 4 (GA4), Microsoft Power BI, and many more.
- **Training** delivered by former library professionals who know libraries inside out and have worked with many different library structures and workflows. Training adapted to be delivered either face to face or online with identical effectiveness.
- **A hosting environment** that frees the organisation's IT team from the responsibility of live systems monitoring, software upgrades, system security and operating system upgrades. Real-time monitoring tools and partnerships with market-leading hosting companies enable our infrastructure support staff to support and maintain your library systems without your intervention.
- **Support** rated consistently by our customers as exceeding their expectations in responsiveness and capability. Backed by our team of developers, support tickets can often be turned into system enhancements that deliver long-term benefits to all users of the systems.

- A commitment to **open source software** and open source communities, including regular new feature development submissions.
- A straightforward and honest **pricing** structure for hosting and support based on library size, not number of licences. With no extra upgrade costs, all modules are included and no sliding scale of support contact - when you need us, we will support you.

Details of the level of backup / restore and disaster recovery

The standard service includes a full backup and restore capability. The disaster recovery procedures and policies are fully documented.

On-boarding and off-boarding processes / scope

A full range of implementation services provided by Open Fifth, including installation and configuration training, server hosting and high quality ongoing annual support.

UK-based data storage

The Open Fifth hosting facility which delivers our Software as a Service (SaaS) capability is based across third-party data centres operated by Digital Ocean, Mythic Beasts and Amazon Web Services (AWS) who all have data centres in London. We use AWS across Europe if required for EU customers.

Service management details

Open Fifth can provide the full range of implementation services, including installation, configuration and training through to ongoing hosting and customer support. The hosting infrastructure is based on a fully managed service.

Service constraints

Availability will be more than 99% except for planned maintenance which typically involves an annual upgrade.

Service levels

Customers have access to a web-based customer relationship management (CRM) system available 24/7 where support calls can be placed, updated and closed, together with access to a knowledge base and access to FAQs. Telephone and email support is also available. The standard office hours are Monday to Friday, 8.00 am - 6.00 pm excluding English bank holidays.

Data restoration / service migration

The standard support arrangement includes full provision for data restoration and migration.

Consumer responsibilities

Consumers manage the application, Open Fifth does the initial installation and configuration and provides ongoing hosting and support.

Technical requirements

All functionality is browser based for both staff and public access. A full range of browsers are supported: Internet Explorer, Edge, Firefox, Chrome, Safari, etc.

Details of any trial service available.

There is no trial available for this system, however upon request users can have access to a demonstration system with full functionality containing data from Open Fifth.

Exit process for data extraction and removal

Consumers can extract key data for themselves through the application. Further data sets can be provided by the supplier. There is no cost for the extraction of consumer-generated data. If there is a requirement to migrate the data to another service provider's service then the work involved, and any additional processing of the data, would be charged at Open Fifth's prevailing professional rate for services.

What sets Open Fifth and Metabase business intelligence and analytics apart?

Socially equitable

- Metabase is open source, all developments are shared with the global community
- Massive online community and shared resources.

Economically responsible

- Free upgrades with constantly developing features
- You can guide development without a heavy burden of investment.

Environmentally conscious

- Open Fifth was built from the ground up as an environmentally aware business
- Open source software is a lower carbon choice
- Very hard for the system to become obsolete.

Benefits of working with Open Fifth

- **Privately owned, UK based** - local support and development staff
- **Fast localised development** - software engineers working as part of our support team, addressing bugs and adding new features
- **Secure, resilient and high-performing infrastructure** - UK-hosted systems backed up by international accreditations
- **Excellent support** - providing a service that exceeds that of our competitors is how we keep our customers
- **Lots of library experience** - the majority of our team are librarians or possess a library background.