

MonitorPro

Service Definition Document G Cloud



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Summary

MonitorPro is a highly flexible and configurable Environmental Database Management System. It enables stakeholders to manage and report on a wide range of environmental monitoring data and company obligations.

Benefits

Integration: All data into one system, to improve long and short term interpretation across datasets, e.g. wind and dust.

Automatic Processing: The import and validation of files from e.g. labs is fully automated, with appropriate alerts being sent to both users and the lab on compliance and other data quality issues. This saves time and improves accuracy.

Security and Control: Data is protected by login, user role and audit trails ensuring a tamper-free data set and increased confidence.

Improved Planning and Scheduling: Built-in scheduling of monitoring plans alert when data is due to be collected, download visits to devices for entry, and field data as it arrives, warning where data is missing.

Interpretation and Reporting Tools: Built-in interpretation tools are easy to use, and save time. Reports can be customised, and either run on demand or scheduled to automatically email to recipient lists.

Your MonitorPro solution

MonitorPro is a powerful and flexible suite of applications for managing any routine monitoring data lifecycles, from planning through to validation, interpretation and reporting. The flexibility of MonitorPro means that each instance of the solution is different for every organisation. MonitorPro is unique in that the solution is individual through configuration and set up, rather than through hard coding.

The entire MonitorPro suite of applications consists of three applications:

Applications

MonitorPro Desktop can be used as the technical and administrative hub of a MonitorPro

Feature	Description
Quality and security	Increase data quality by having quality designing and maintaining strict quality checks on all data that is allowed into the database. Data can be entered automatically, manually, by email or by imports.
Integration	Enables data from many sources to be drawn together and managed coherently. Automatically pull or push data from other sources without risk for human errors in transcribing.
Compliance & Defensibility	Create your own compliance based on permits, internal or international standards and have MonitorPro check all incoming data against relevant limits. Provides clear, consistent and validated reporting to regulators and other stakeholders reducing the risk of prosecution whilst increasing productivity.
Scheduling	Schedule monitoring so that field technicians won't miss a sample.
Alerts	Never worry about breaching a limit ever again. Set up custom alerts so you know when to take action, allowing you to be proactive about any issues you could face.
Graphs	Using customised graphs in MonitorPro allows you to view the data you need in a way that's easy to analyse.
Reports	Making a report has never been easier, with just the click of a button have your report created for you. Available to download in multiple different formats. Custom made reports are available on demand.
Maps	Use our mapping functionality to locate and view your sampling points.
Contour plots	Layer your measurement data in contour plots to view movements and changes in for example groundwater levels.
Auditability	Data is never deleted, versions are logged and stored. All activities in MonitorPro is logged so that a complete audit is possible

MonitorPro Web quickly allows users to share and interact with their information. Users can view, trend, report and enter data via an intuitive and user-friendly interface.

Feature	Description
Internationalised	Internationalised browser based web application, individualised so that the same data can be accessed in different regions.
Manage obligations	Centralise obligations, permits and policies, and link them to their related conditions and requirements. Senior Managers can see at a glance compliance against obligations at a high level while administrators and technicians can review and manage compliance at a point-by-point level.
Visualisation	Calendar views, to highlight compliance warnings, tasks and monitoring programmes. Clearly see the status of individual tasks or those associated with a specific obligation. Modern graphical outputs including line, bar and pie charts. Charts can be added to user defined dashboards simply and easily to create real time data displays. Seamless Integration with Google Maps and Google Earth
Security	Secure login and named user accounts enables administrators the ability to tailor individual data access. Provide external stakeholders access to specific elements with roles defining abilities to change or edit data.

MonitorPro Field links smartphones and tablets of all types with the MonitorPro Monitoring Schedule system. Once loaded data can be added and automatically validated against the schedule and synchronised back with the database once the device can obtain a signal.

Feature	Description
Data Validation and quality control	Greatly reduces the scope for human error and saves time with single point of data entry. Real time validation in the field for integrity and compliance.
Connectivity	MonitorPro Field can be used without a network connection and therefore can be used in remote locations. Data is automatically uploaded to MonitorPro once a valid Internet or network connection is available.
GPS	MonitorPro Field can record the GPS coordinates of readings, which can be validated against the location of the sample point stored in the database.
Multi-platform	Designed to run on all common mobile devices, Android, iOS and Windows Mobile are all supported.

Consultancy Services

On boarding

EHS Data has more than 20 years of experience implementing MonitorPro, so we understand our clients' needs and can guide you through the process. Our implementation consultants, are not only experts in MonitorPro, but are recruited from our core industries and have a broad range of experience in the fields of environmental monitoring, data capture, interpretation, regulation and reporting.

Based on the specific requirements, we will configure the initial MonitorPro solution. A database structure is built, legacy data is imported and required setup and configuration completed, before handover.

Off Boarding

A clients data is their own throughout the life of using MonitorPro. At the end of term this is no different and data can be returned to the client as a SQL Server .bak backup file or exported as xlsx files.

Implementation Plan

Scoping exercise

The scoping session aims to detail the scope of the database build and to prepare the organisation for the implementation. This might involve an Implementation Consultant from EHS Data visiting site to assist with the pre-database build tasks such as the framework – and gathering information in preparation for the various implementation services. However, this is most commonly completed remotely via calls, email and screen share meetings. This requirement is largely dependent upon scale and complexity of the existing system(s) and the timescales for completion.

Database framework creation and build

Prior to populating a database with data, its structure must be created (sites and sample points, master variable list, etc. At the start of the project, EHS Data will build a skeleton database based on your specific requirements (on receipt of completion of our standard framework document). Prior to on-site development the skeleton would be hosted on one of our servers, and access granted if required. We would review the structure with you prior to moving to the next stage.

Data Migration

Once a framework is created, EHS Data offer a service to populate MonitorPro with historical data. The data is imported to the new framework database, which then highlights any inconsistencies with nomenclature, and aliases can be created as required. Amount of data files, and consistency of layouts and formats makes a big difference to effort required.

Report Template Design

A range of standard reports are included in MonitorPro.

Additionally, a report template design service is offered based on standard and basic reporting formats. The basic report design does not include reports which require specially designed queries, calculations or compliance grids.

Import Macro Development

In order to ensure smooth transition of data from generation to the database, formats and layouts of incoming data files must be defined and understood. Often files can be provided in one of MonitorPro's standard data file layouts. In other cases, (for example data logger files) import macros can be plugged in. In some cases, these macros have already been written and can be supplied without development.

Monitoring components

Our consultants will configure and create new or existing monitoring schedules and routines, based on your requirements. The Monitoring Schedules can be assigned to specific staff and for specific time.

Installation & Configuration

In the case of internally hosted solutions, EHS Data will assist in installing the MonitorPro software and its components on the client's servers. If hosted on our servers, we will complete these tasks directly to prepare your environment.

Site visit – Training

We offer training for users on-site. Training requirements vary with system complexity and the type and number of licences purchased.

Development (Bespoke)

Bespoke Development varies from project to project, but is generally very seldom required. Where included details will be provided and will require specific scoping.

Support and Maintenance Services

Support, Maintenance and Updates

Essential support is standard and included in the Software as a Service (SaaS) fee.

Level of Support	Essential	Premium
Helpdesk support - telephone and email (UK business hours) support including the resolution of bugs or errors with the application	✓	✓
Software updates - updates and patches will be released periodically and are available for download at downloads.ehsdata.com	✓	✓
Additional helpdesk support - telephone and help desk support (UK business hours) including: • Informal/Ad-hoc user training • Fault finding in the incorrect setup of features or functionality • Clarification of features and functions • Issues resulting from incorrect setup • Problems relating to user permissions	✓	✓
Priority helpdesk support – any issue and requests raised will receive priority help desk support. This includes reasonable assistance to resolve issues even when these were not caused by bugs or application error.	✓	✓
Dedicated Account Manager - direct contact for questions or issues.	✓	✓
Training – monthly webcast training (non-accruable).	1 hour per month	2 hours per month
Administration - dedicated time (non-accruable) allocated for remote administration of systems. This could include for example, updating databases, managing users' logins.	½ day per month	1 day per month
Review meetings with your Account Manager - you will be contacted periodically by your Account Manager to check on your progress and satisfaction.	Bi-annual	Quarterly
Annual Database Health Check and Tune - includes a database shrink, index optimisation and backup check.	✓	✓
24 Hour Emergency Recovery Service - we will make every reasonable effort to fix within 24 hours of being aware of a severe issue (UK business hours). A dedicated developer and/or engineer will be assigned as top priority to investigate and repair.		✓

For further detailed information, please refer to our Support Service Level Agreement.

System Hosting and Administration

Hosting is included in the annual Software as a Service (SaaS) fee.

For further detailed information, please refer to our Hosting Service Level Agreement

Contract commencement and length

The contract will come into effect once the Licence Agreement is signed and returned to EHS Data. Contract length for a SaaS solution is controlled by the Software License Agreement, normally a 2-3 year contract, automatically renewable annually after that unless cancelled in writing three (3) months prior to end of term.

EHS Data Company Ethos

“At EHS Data we put our customers at the centre of everything we do. With that in mind should you wish to amend or clarify any aspect of our proposal simply let us know and we will be delighted to assist. We are in the business of building long term partnerships where our customers know they have our support and expertise whenever required. It is our pleasure to provide you with state-of-the-art solutions not just in year one but for many years to come.”

Phil Ely

Managing Director and owner, EHS Data

Our Approach

EHS Data fully integrates consulting and software to offer a full range of services to create your system and keep it running smoothly.

Working With You

A dedicated implementation consultant will work with you to deliver services which include database creation, legacy data transfer and custom report design, plus on-site or online training. We then offer a variety of ongoing support and data processing services tailored to suit. We pride ourselves in our outstanding quality of support, which ranges from helpdesk to system upgrades, maintenance and administration, plus system hosting options.

Technical Strength

The technical strength of our company is at the heart of our business. Our team have been recruited from not only in IT but also from environmental and technical backgrounds, and all have a long track record of using, administering and developing Environmental and Sustainability Data Management software. Our developers are experienced in the specific fields of EHS data management, from waste management to contaminated land, mining and general industrial site monitoring. This enables the company to develop highly relevant solution and quickly understand our clients' needs.

We develop systems which are highly configurable by the end users, giving you complete control. If however you need custom development through project management to software support we have all of the expertise under one roof.

We strongly believe in producing high quality systems, which is why our solutions are certified to the rigorous MCERTS quality standard by the UK Environment Agency.

Global Reputation

With over 20 years' experience providing EHS Data management systems, MonitorPro products are used at a thousand sites in over 40 countries worldwide, from single site installations to large multi-site corporate applications. EHS Data Limited has firmly established itself as a leader in its field. This is why many large corporations have chosen EHS Data Ltd as their preferred data management solutions provider.

Environmental Principles

We strongly believe that a major role of our solutions is to reduce the impact on the environment and to enhance sustainability. This passion is reflected in our internal ethos and we have been carbon neutral since January 2015.