



G-Cloud 15 Service Definition

Lot 2b: Software as a Service (SaaS)

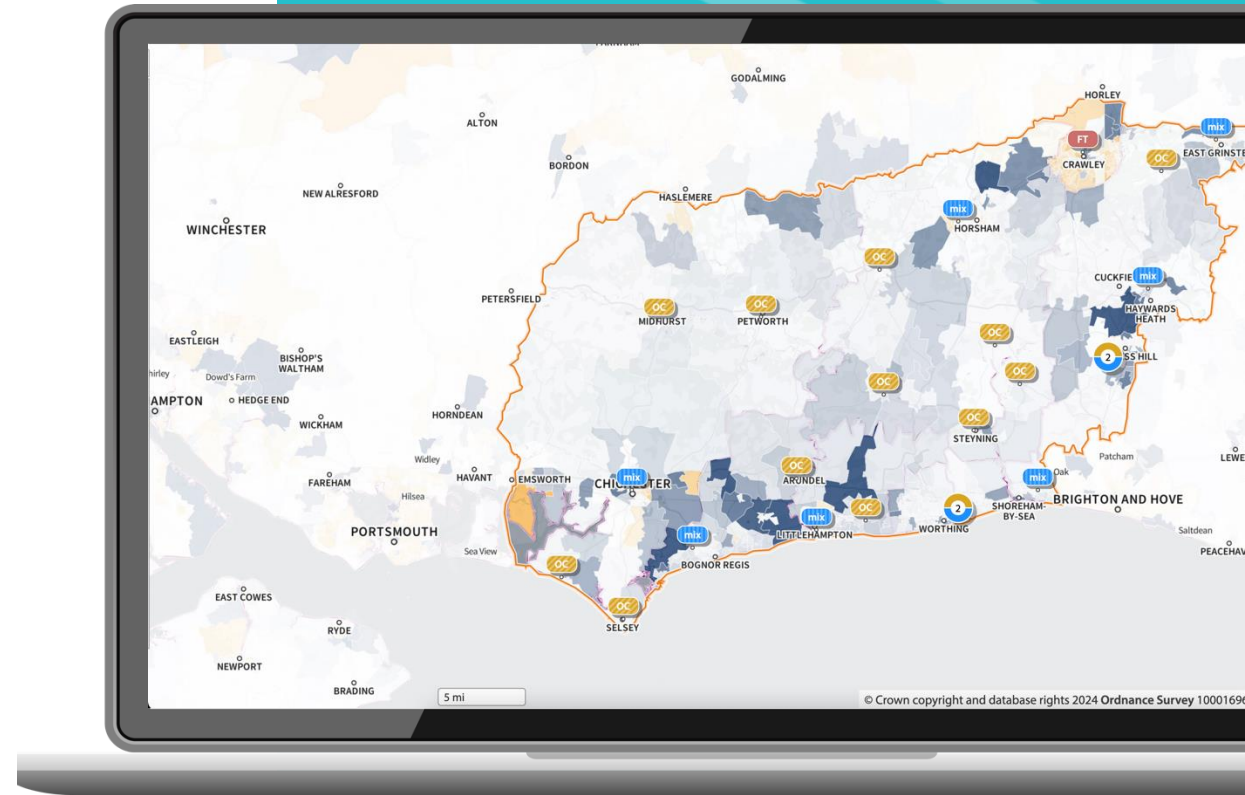


STRATA For Health

Strata (formerly known as SHAPE) is the trusted, evidence-based platform designed to help the NHS plan services and estates with confidence.

Drawing on data from more than 40 trusted sources, including NHS Digital, ODS, DEFRA, Gov.uk and QOF, it brings essential information together into a single, reliable map-based view. This unified dataset enables NHS teams to make timely, informed decisions grounded in place-based evidence.

Proven at national scale, the tool has underpinned key NHS programmes, from mapping COVID-19 vaccination centres, to identifying community diagnostic centre locations and supporting the development of ICB infrastructure strategies and capital planning. Its role across these programmes demonstrates the platform's capability, accuracy and value in decision making.



At its core, Strata supports scenario planning and option appraisals, helping commissioners and planners understand the service configurations that offer the best access, value and outcomes for local populations. Its analytical and visualisation tools make it easier to compare options, test assumptions and build a robust case for change.

By combining demographic, activity and service data with detailed estates information, Strata also strengthens estates strategies and business case development. It provides a shared evidence base that improves collaboration across organisations, enabling partners to work together to design more effective, integrated solutions.

Strata offers an exclusive version of the platform, free of charge, to NHS users. Subscriptions are available to unlock enhanced features and more granular data, providing the insight required to support long term strategic planning.



Estates mapping tool
for infrastructure
strategies



Helps understand
your place, people &
services



Enables
collaborative
working



Streamlines
decision
making



Want to find out more?
Get in touch at help@stratasoftware.net



For Blue Light

Strata is a powerful, evidence-based platform that helps blue light organisations plan services, coverage, estates and resources with clarity and confidence.

Drawing on data from over 40 trusted national sources, Strata brings essential operational, demographic and geographic insight into a single, consistent view. This unified evidence base helps police, fire and ambulance services plan more effectively and respond to changing demand.

The platform directly supports key blue light priorities, from improving response times to enhancing resilience, reducing risk and collaborating with local partners. With its intuitive mapping and analytical tools, Strata enables teams to understand patterns of need, optimise the placement of assets and resources, and plan future services in line with community risk profiles.



The tool has already demonstrated its value across major national programmes, including supporting the mapping of COVID-19 vaccination centres and community diagnostic centre locations. These examples underline the platform's reliability and flexibility in fast-moving, operationally sensitive environments.

For blue light organisations, Strata facilitates scenario planning and options appraisals, helping organisations test different configurations of stations, co-located facilities and operational models. Its visualisation tools make it easier to evidence decisions, engage stakeholders and build robust, data driven business cases.

By combining demographic, activity and service data with estates information and geographic insight, Strata also strengthens cross-agency collaboration. Police, fire and ambulance services can align strategies, share intelligence and coordinate investment more effectively, supporting the shift towards integrated, place-based emergency services.



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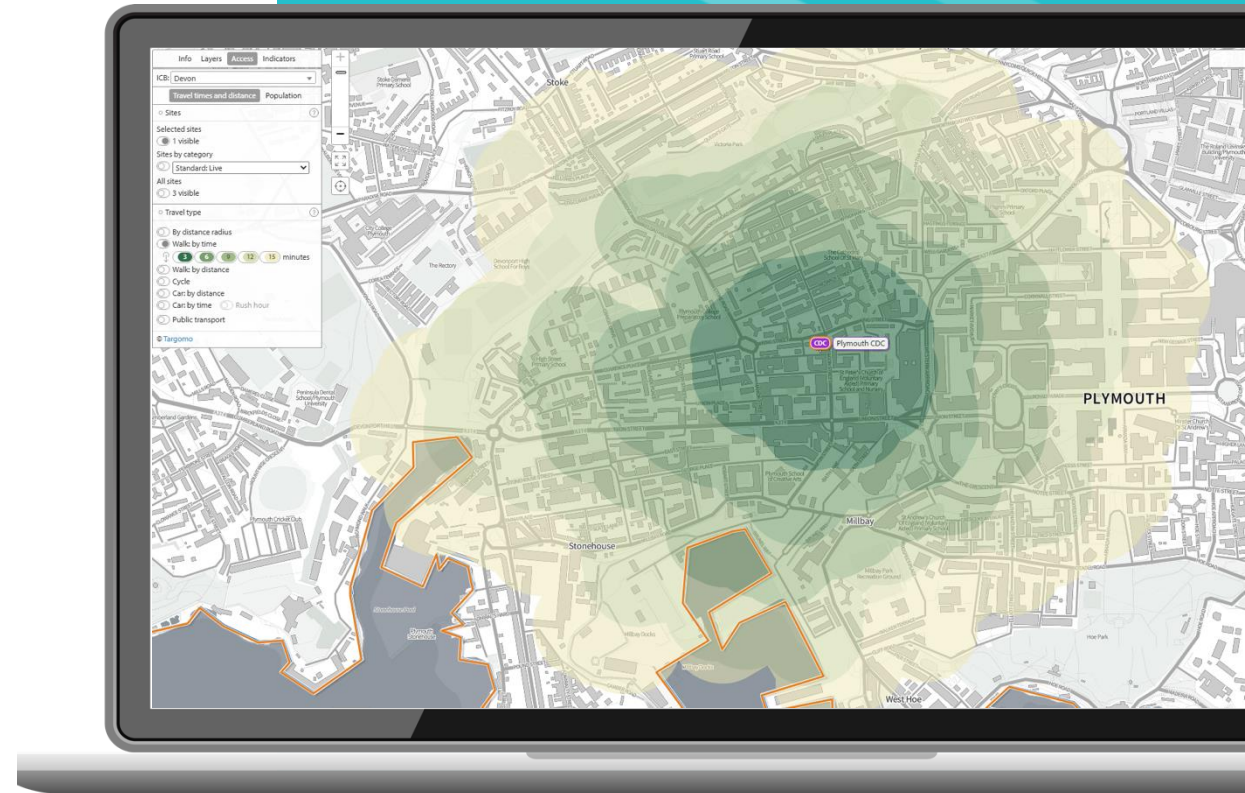
STRATA

For Local and Central Government

Strata is a powerful, evidence-based platform that enables mayoral combined authorities, local authorities and government agencies to make decisions based on data led insight.

Drawing on data from over 40 trusted national sources, Strata brings together population and demographic needs, service provision and estates location information to support strategic planning.

Its intuitive mapping and analytical tools help users understand need, identify opportunities, and optimise the use of public resources and assets.



The tool has already demonstrated its value across major national programmes, including supporting the mapping of COVID-19 vaccination centres and community diagnostic centre locations. It has also been used extensively in One Public Estate (OPE) projects, enabling partners to visualise assets, evaluate co-location opportunities, and build robust, shared proposals for land, estate and service efficiencies.

The platform is also increasingly used in climate adaptation and resilience projects, helping authorities assess risk, plan mitigations, and target investment where it will have the greatest impact for communities, both now and in the years to come.

For local authorities, mayoral offices and government agencies, Strata helps leaders test different approaches, demonstrate value, and develop evidence-led business cases that withstand scrutiny. Its visualisation tools support engagement with members, partners and the public, making complex information accessible and actionable.



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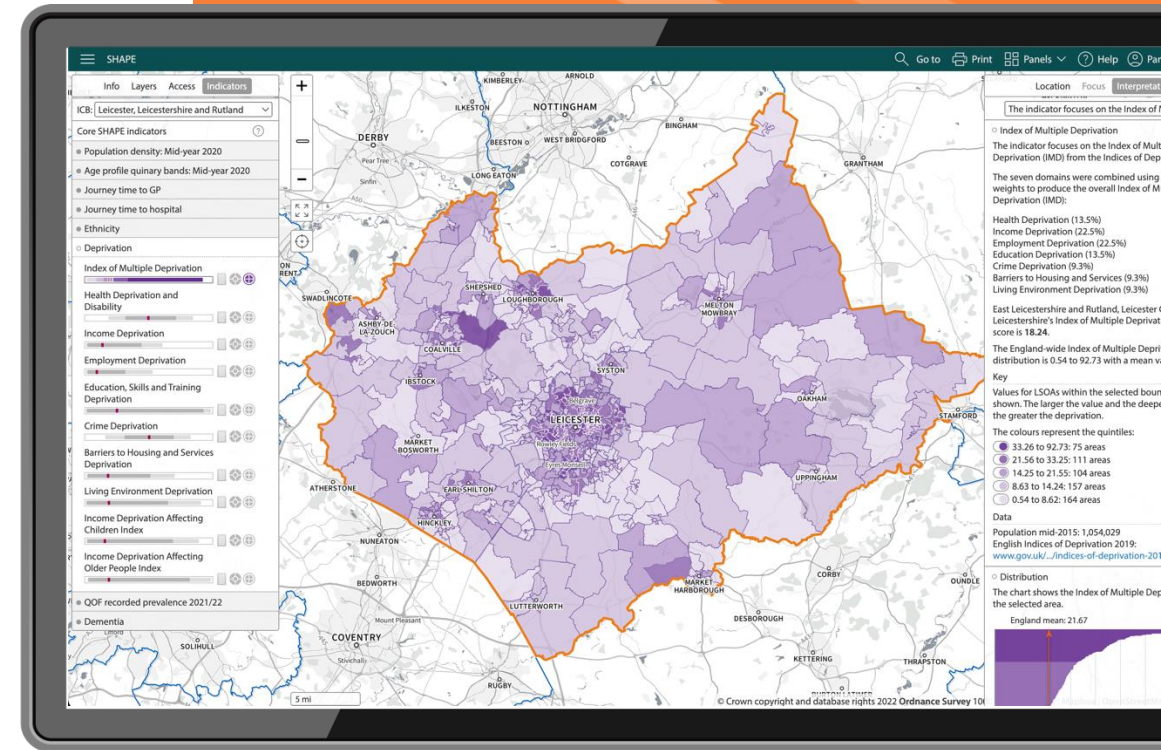
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STRATA For Charity

Strata is an evidence-based platform that helps charities and voluntary sector organisations understand communities, target resources effectively and deliver the greatest impact.

By bringing together data from more than 40 trusted national sources, Strata provides a clear and consistent picture of population need, service gaps, deprivation, health inequalities and local context. This enables charities and voluntary sector organisations to plan programmes and ensure support reaches the people and places that need it most.

For mission-driven organisations, Strata strengthens the ability to prioritise resources, design outreach strategies and demonstrate impact. Its intuitive mapping and analytical tools help teams identify communities facing the highest levels of need, whether related to health, employment, education, wellbeing, or access to local services. This empowers charities and voluntary sector organisations to deploy staff, funding and services where they will have the greatest benefit.



Many charities and voluntary sector organisations use the tool to support programme planning and delivery, including identifying suitable locations for community hubs, employment support centres, training venues or outreach activities. By combining population insights with transport data, service provision and local infrastructure, the platform enables organisations to understand who can access their services, and who is being left behind.

Strata is also widely used to support bid writing, funding applications and impact reporting, helping charities evidence local need and clearly articulate why investment should be directed to particular communities. Its visualisation tools translate complex demographic and service data into compelling narratives that resonate with funders, partners and commissioners.

For charities working in partnership with local authorities, NHS services, or other community organisations, Strata provides a shared, reliable evidence base. This helps partners align priorities, coordinate activity and reduce duplication, ensuring limited resources are used effectively and collaboratively.



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Standard Subscription

A detailed view of services, estates and population need across health, local government and emergency services, helping organisations understand communities, how they are served, and where gaps or pressures may exist.

Strata Standard brings together core NHS services across primary and secondary care alongside wider social care, community and emergency services infrastructure. Users can overlay population characteristics, including deprivation, age, ethnicity, disease and intervention with service provision to support strategic decision-making, early options development and cross-sector planning.

Insights can be viewed and filtered by integrated care boards, local and combined authorities and emergency service boundaries, then exported for use in strategy papers, reports and business cases. By combining service data with contextual population datasets, the platform helps identify need, variation and alignment to place-based priorities.

Designed for organisations that require a detailed understanding of both services and population need, Strata Standard supports the NHS, local and central government and blue light services who need a shared evidence base for planning and service redesign.



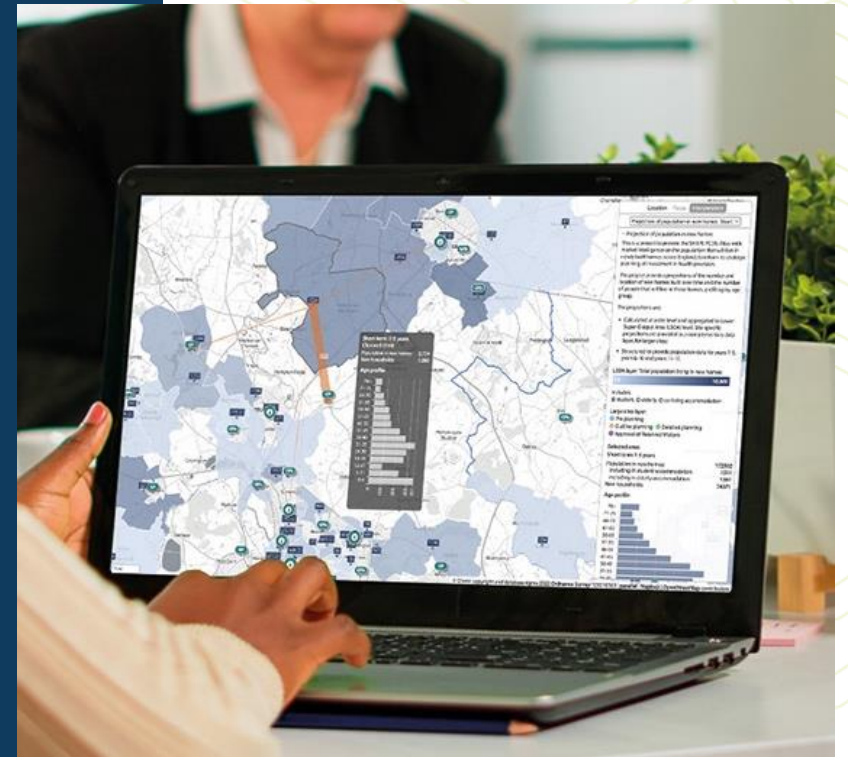


Premium Subscription

Strata Premium enables powerful analytical and scenario-planning visualisations for organisations that need to model demand, test options, and make evidence-based strategic decisions across places and populations.

Building on the core data and cross-sector coverage of the Standard tier, Premium supports deeper analysis of access, geography, need and infrastructure. Users can model travel and access by walking, cycling, car or public transport, analyse catchments and distance radiuses, assess environmental and population factors, and define custom locations to evaluate future service configurations or estate proposals. Additional boundaries and functionality, including regional footprints and multi-area selection, support analysis across more complex geographies, enabling a clearer understanding of cross-system relationships and partnership working.

Designed for users leading strategic planning, business cases and service transformation, Premium supports scenario modelling, detailed options appraisal and data-driven decision making across the NHS, local and combined authorities, and emergency services. Strata Premium also benefits from enhanced support, including live agent assistance, a dedicated account manager, and bespoke training.





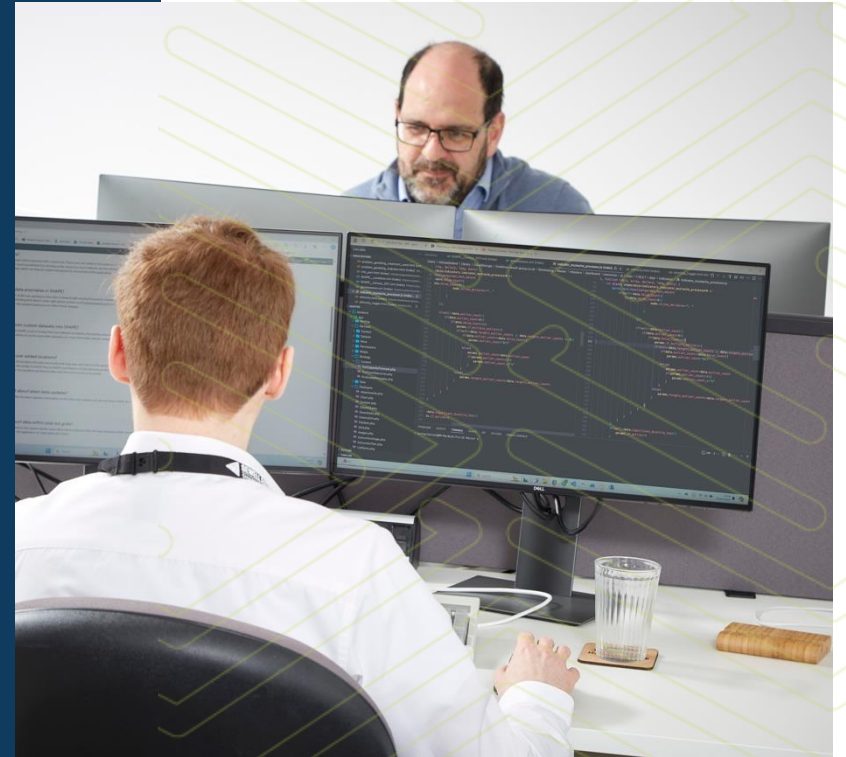
Enterprise Subscription

Strata Enterprise is a private, fully tailored Strata workspace, building on the power of Premium while enabling bespoke functionality, local datasets and dedicated expert support.

Enterprise offers a secure workspace with local data and tools aligned to organisational goals. Designed as a common evidence base, Enterprise enables multi-agency collaboration through a single platform and consistent insights.

By extending the capabilities of Premium, Enterprise allows organisations to tailor the platform to their own data models, workflows and decision-making requirements, from supporting estate transformation, service redesign, strategic investment programmes and future scenario planning. As a long-term solution, it enables Strata to be embedded into daily strategic and operational planning, providing a consistent, repeatable evidence base for decisions across programmes, teams and partners.

Enterprise also includes hands-on support from our in-house experts, helping teams interpret data, configure tools and turn insights into delivery. Enterprise includes a support allocation based on customisation needs, enhanced onboarding, live support, dedicated account management and bespoke training,



Which subscription is right for me?

Strata Standard

Overlay detailed location information with population and demographics to support high level options reviews.

Organisational Boundaries

- Integrated Care Board
- Sub Integrated Care Board
- Local Authorities
- Combined Authorities
- Fire & Rescue Authorities
- Police Force Areas

Locations

- Primary care sites – general practices, pharmacies, opticians and dental
- Primary care networks
- Secondary care sites – acute hospitals, community hospitals, mental health, non-inpatient support and other facilities
- COVID-19 and flu vaccination centres
- Community diagnostic centres
- Care homes
- Children's centres
- Independent hospitals
- Fire, police and ambulance stations
- Points of interest including supermarkets and open green space

Functionality and Data

- NHS England pharmacy services – Pharmacy First, blood pressure check, stop smoking and contraception services
- Core20 deprived population map overlay
- Tailored filters based on selected locations
- Detailed population factors including age, ethnicity, disease & intervention
- Export and download functionality

Support

- Email support via a helpdesk
- Frequently asked questions
- Full access to the resource centre
- Training via an online webinar programme



See the next page for our Premium and Enterprise subscriptions...

Which subscription is right for me?

Strata Premium

For users wanting a powerful analysis tool to support strategic decision making and scenario planning.

Organisational Boundaries

- Integrated Care Board
- Sub Integrated Care Board
- Local Authorities
- Combined Authorities
- Fire & Rescue Authorities
- Police Force Areas
- Regions
- Multiple area selection
- Ability to increase area radius

Locations

- Primary care sites – general practices, pharmacies, opticians and dental
- Primary care networks
- Secondary care sites – acute hospitals, community hospitals, mental health, non-inpatient support and other facilities
- COVID-19 and flu vaccination sites
- Community diagnostic centres
- Care homes
- Children's centres
- Independent hospitals
- Fire police and ambulance stations
- Points of interest including supermarkets and open green space
- User defined locations
- Educational establishments – nurseries, primary, secondary, further and higher

Functionality and Data

- NHS England pharmacy services – Pharmacy First, blood pressure check, stop smoking and contraception services
- Core20 deprived population map overlay
- Tailored filters based on selected locations
- Detailed population factors including age, ethnicity, disease & intervention
- Export and download functionality
- Travel and accessibility including walking, cycling, car, public transport with detailed population insight
- Driving routes including mileage and minutes
- Distance radiuses from locations
- Environmental factors including risk of flooding and air pollution
- Additional population factors including economic, education and spoken language

Support

- Email support via a helpdesk
- Frequently asked questions
- Full access to the resource centre
- Training via an online webinar programme
- 2 x 1 hour sessions of bespoke online training
- Live agent support 9am–5pm Monday–Friday (excluding bank holidays)
- Dedicated Account Manager



See the next page for our Enterprise subscription...

Which subscription is right for me?

Strata Enterprise

Your bespoke, private, fully tailored Strata workspace.

Includes enhanced data and tools, tailored to your project needs, in a private workspace.

Organisational Boundaries

- Integrated Care Board
- Sub Integrated Care Board
- Local Authorities
- Combined Authorities
- Fire & Rescue Authorities
- Police Force Areas
- Regions
- Multiple area selection
- Ability to increase area radius

Locations

- Primary care sites – general practices, pharmacies, opticians and dental
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Enterprise enables organisations to build a private, tailored workspace, enhancing Strata with client specific data. Functionality is tailored to specific requirements to support comprehensive scenario planning and strategy development.

Each Enterprise will be provided with a number of credits based on the level of support required for the creation of your Strata Enterprise workspace.

Functionality and Data

- NHS England pharmacy services – Pharmacy First, blood pressure check, stop smoking and contraception services
- Core20 deprived population map overlay
- Tailored filters based on selected locations
- Detailed population factors including age, ethnicity, disease & intervention
- Export and download functionality
- Travel and accessibility including walking, cycling, car, public transport with detailed population insight
- Driving routes including mileage and minutes
- Distance radiuses from locations
- Environmental factors including risk of flooding and air pollution
- Advanced population factors including economic, education and spoken language

Support

- Email Support via helpdesk
- Frequently asked questions
- Full access to the resource centre
- Training via an online webinar programme
- 4 x 1 hour sessions of bespoke online training
- Live agent support 9am-5pm Monday-Friday (excluding bank holidays)
- Dedicated Account Manager

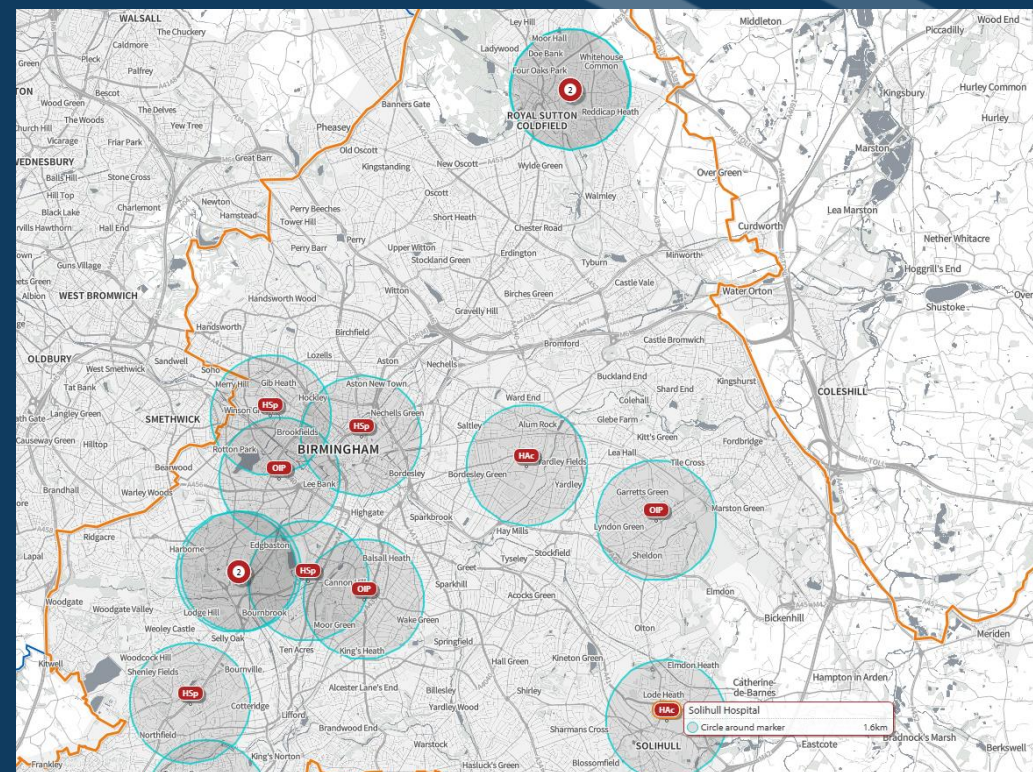
CASE STUDY: Understanding your neighbourhood

Goal: Birmingham and Solihull ICB serves a population of over 1.4 million people and with a focus on communities and health inequalities, the ICB wanted to understand their population by local areas.

Result: The ICB worked with Strata to define six localities across Birmingham and Solihull, with a focus on understanding the diverse population and health inequalities of each locality alongside their estate and services offered, allowing them to concentrate on relocating the most needed services from hospital to community.

“Your tool is my go-to place for data. It saves us so much time and gives us the data we need for our ambitious plans for the future.”

Phil Clark, Director of Estates (Primary Care), Birmingham and Solihull NHS



CASE STUDY: Supporting future planning

Goal: Norfolk & Waveney ICB, responsible for planning health and care services across a large and diverse estate, aimed to create a reliable, system-wide 10-year infrastructure strategy.

Result: They adopted Strata to replace fragmented spreadsheets, centralise their estate data, and give them trusted mapping and scenario-planning tools. As a result, they now have a live, accurate digital estate picture that supports better decision-making, identifies opportunities for consolidation, and helps plan services around future population needs.



“ Although we had a good handle on our estate data before, it has been a digital innovation for us.”

Craig Boyles, Estates Programme Manager, Norfolk and Waveney ICB



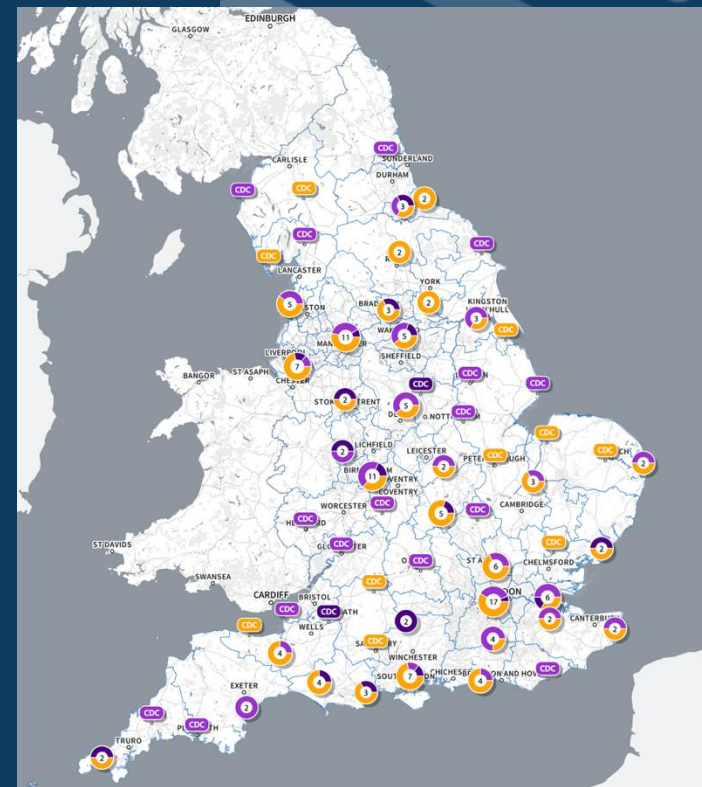
CASE STUDY: Mapping ideal locations for CDCs

Goal: NHS England wanted to provide more diagnostic capacity in England and needed their 170 new Community Diagnostic Centres to be in the right place to best meet the needs of local people.

Result: Strata enabled NHS England and ICBs to overlay information about where diagnostic units could be positioned, test whether population access would improve, assess demand and evaluate the suitability of different locations.

“*Your mapping tool has significantly improved our understanding and decision making. This has informed next steps based on health inequalities ensuring as many people as possible have equal access to high-quality diagnostic services.*”

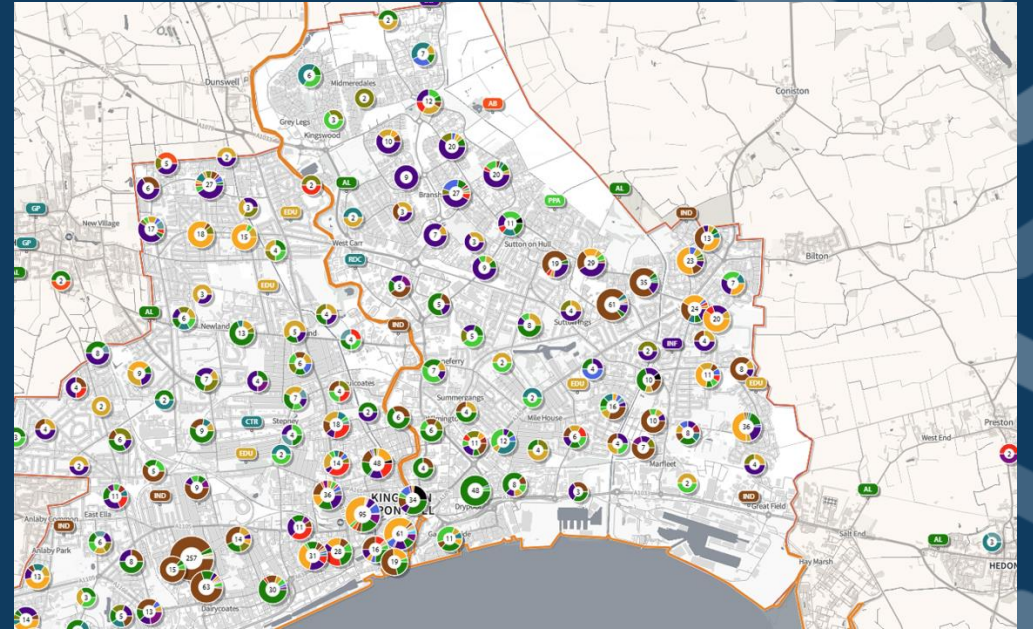
CDC Programme Team, NHS England



CASE STUDY: Making the most of public assets through One Public Estate

Goal: A number of public sector stakeholders in Hull and East Yorkshire wanted to facilitate cross-sector collaboration to improve the city's infrastructure through a One Public Estate pilot.

Result: The partners mapped over 2,000 facilities in Strata to create a comprehensive digital public sector estate database. This has led to seven new projects, including £2.5m of potential value from asset release, plus numerous blue light consolidation schemes creating efficiencies for the public sector estate.



“ Using the tool for our One Public Estate programme has catalysed major service transformation for the region, helping us to consider the integration of public services.”

Gemma Aked, One Public Estate Manager, Hull City Council



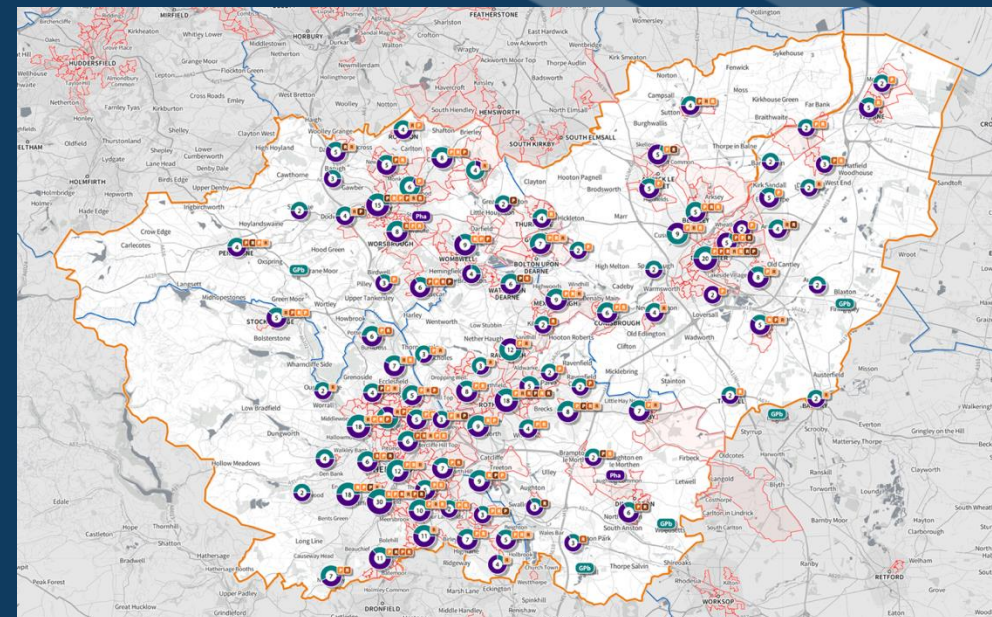
CASE STUDY: Monitoring service take-up

Goal: South Yorkshire ICB wanted to better understand their primary care landscape to see how patients are accessing services and using digital tools available to them.

Result: Strata visualised registration and usage of online services at each practice, helping the ICB identify patterns of digital uptake and target support to areas with the lowest usage.

“ Being able to bring everything together and visualise it on a map makes it much easier to understand and allows us to identify our innovators who are making the most of their resources, and those who need extra support. It really makes us confident that we can make decisions for the future that will really matter.”

Nick Germain, Primary Care Manager, NHS South Yorkshire ICB



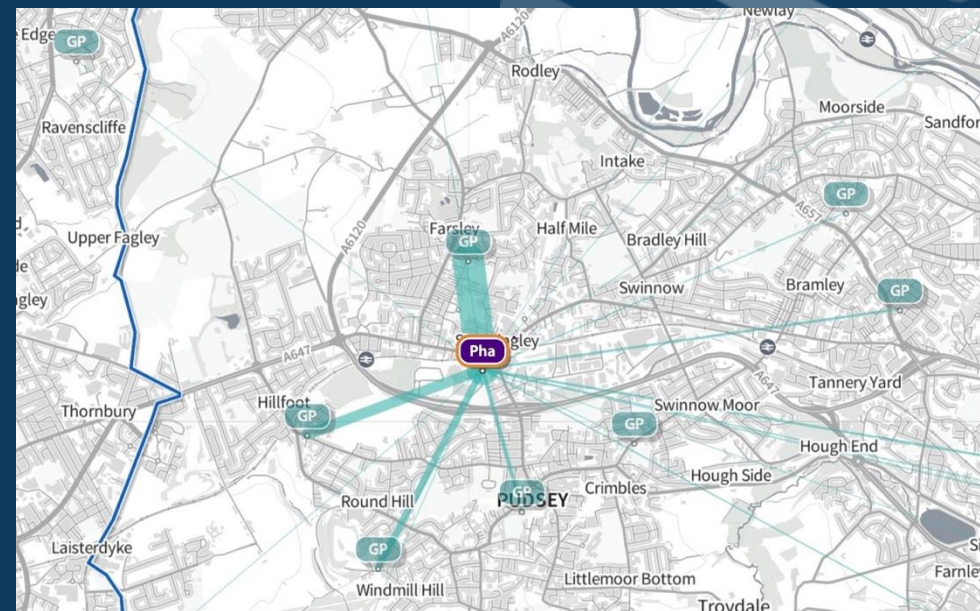
CASE STUDY: Supporting the integration of community pharmacy services

Goal: West Yorkshire wanted to digitally map the provision of pharmaceutical services across the region, such as smoking cessation and blood pressure checks.

Result: Working with Strata, the ICB can now see at a glance where they have gaps in pharmacy service provision and visualise demand from each GP practice to ensure adequate coverage and uptake of services

“ The development of our tool has been a great asset in the day-to-day management of pharmaceutical services. It has helped us support understanding of pharmaceutical services in the region.”

Gillian Sealey, Primary Care Programme Manager, NHS West Yorkshire ICB



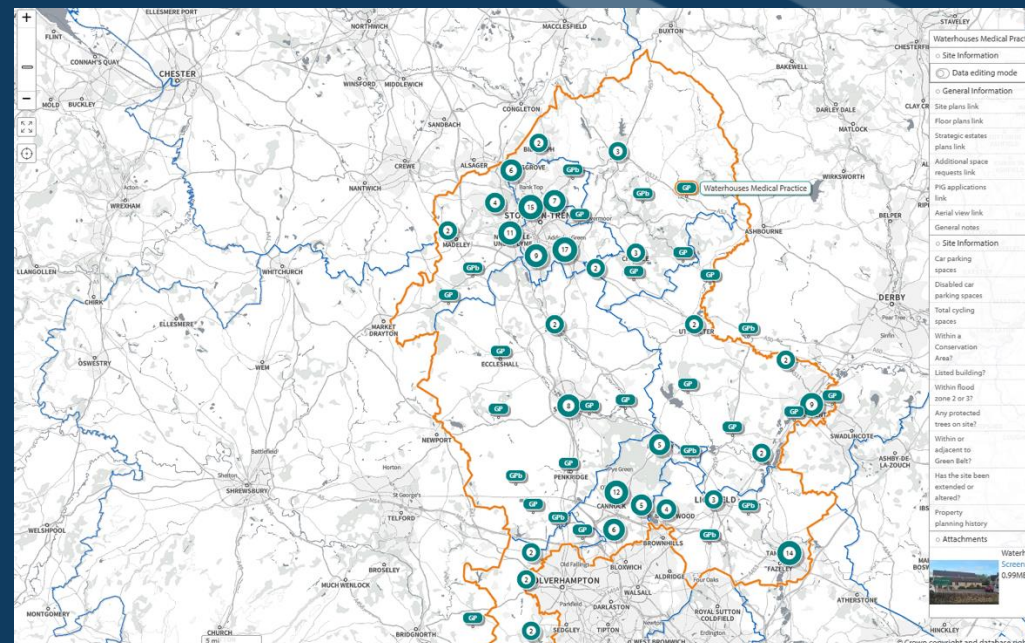
CASE STUDY: A one-stop-shop for estates data

Goal: Staffordshire and Stoke-on-Trent ICB wanted all their estates data to be available in one, easy to access place.

Result: The ICB used their own private Strata as a central repository for all their estates data. From strategies, notes and documents for each building, to images, number of rooms and capacity, it's all available to easily access, bringing efficiencies for the estates team.

“*It's revolutionised the way we work, and means we can make decisions with confidence, knowing we've got all the facts available.*”

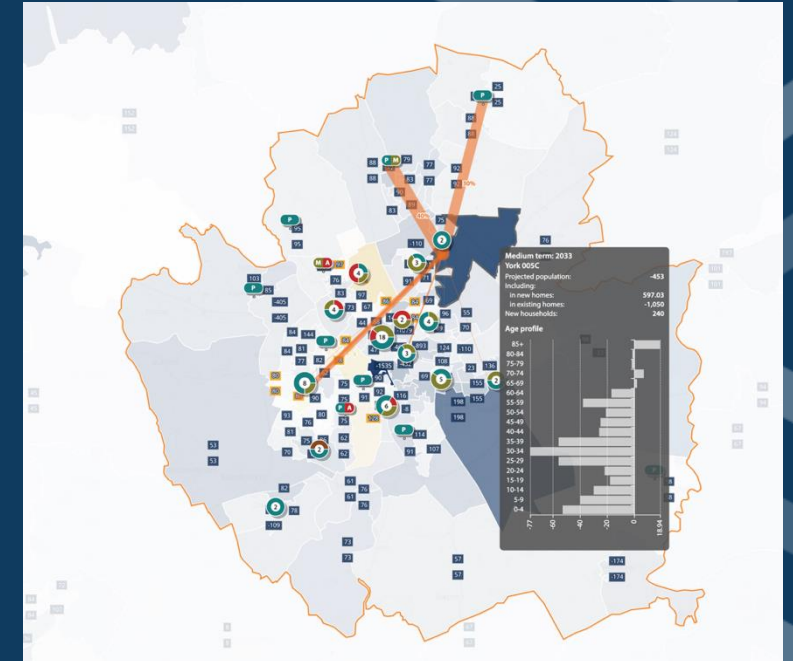
Andy Hadley, Head of Primary Care Estates and Digital Transformation,
Staffordshire and Stoke-on-Trent ICB



CASE STUDY: Supporting primary care through population growth

Goal: York is growing rapidly, and the existing general practice estate doesn't have the capacity to absorb the population increase. York NHS, City of York Council and NHS Property Services used Strata to help develop an infrastructure delivery plan.

Result: Strata was used to map proposed housing growth and the geographic locations of practices, creating a map of the potential future estate. This informed proposals for investment and consolidation to respond to the new housing developments.



“ Using the tool has supported our strategic thinking so we could recommend contributions from housing developers of £18m to provide general practice facilities for York residents.”

NHS Property Services



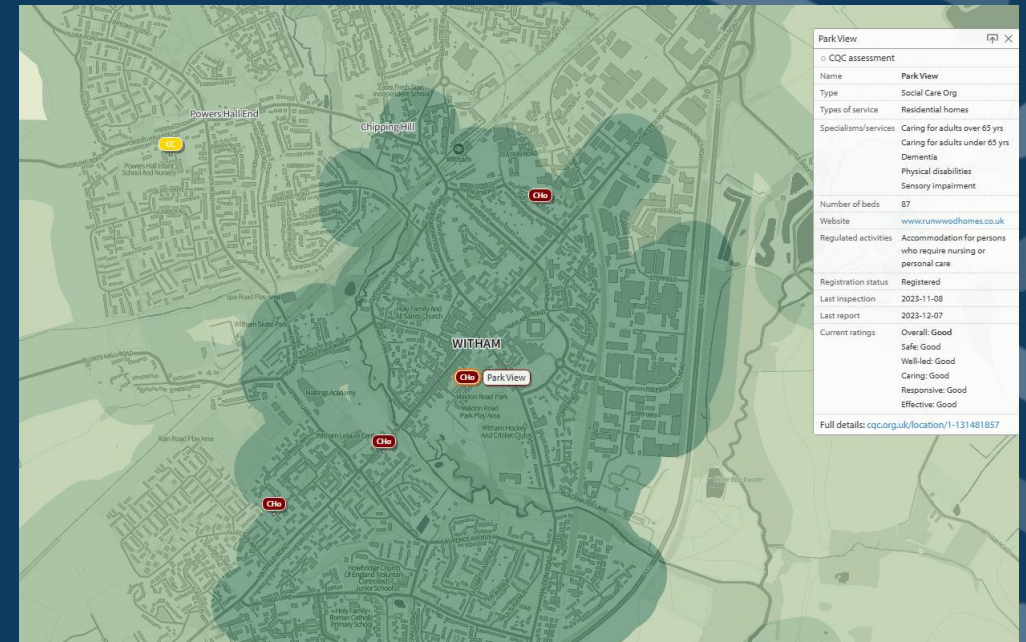
CASE STUDY: Social care capacity planning

Goal: A local authority in the South of England wanted to map their social care landscape, including care homes, children's residential homes, housing-related support, hostels and supported living to better understand local provision and improve decision-making for vulnerable residents

Result: Using Strata, staff can now instantly view the full range of support options in the area, helping them quickly identify suitable services and provide more informed, timely support to those who need it most.

“*Strata provides a really quick and easy way to review options for clients, without needing to have detailed knowledge of the entire social care estate. It also helps me to steer patients towards homes with current capacity, avoiding over-promising space at oversubscribed facilities, and helping with waiting lists.*”

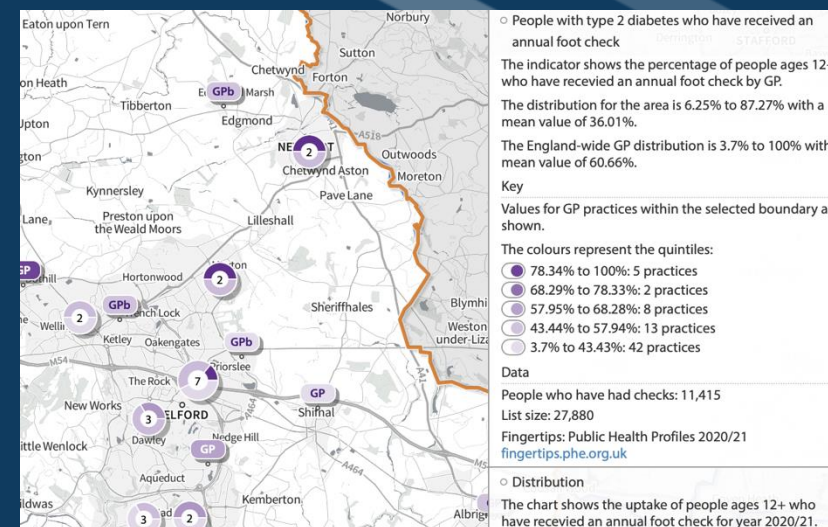
A Social Care Worker



CASE STUDY: Improving diabetes services

Goal: Shropshire Community Health NHS Trust wanted to understand their population, in order to make their diabetes prevention and treatment programmes more effective and improve health outcomes.

Result: Strata allowed the diabetes prevention team to identify areas with high risk factors for diabetes, so they could locate podiatry clinics in the most accessible places to support the avoidance of foot and lower leg complications.



“ As well as improving health outcomes, using the tool for this project allowed me to demonstrate to our clinicians how it's essential that they look at populations before planning any outreach work. Now they are fully aware of the populations we have in the area, and they will proactively think about the best areas to target before starting a campaign, leading to more efficient, better directed campaigns and improved outcomes.”

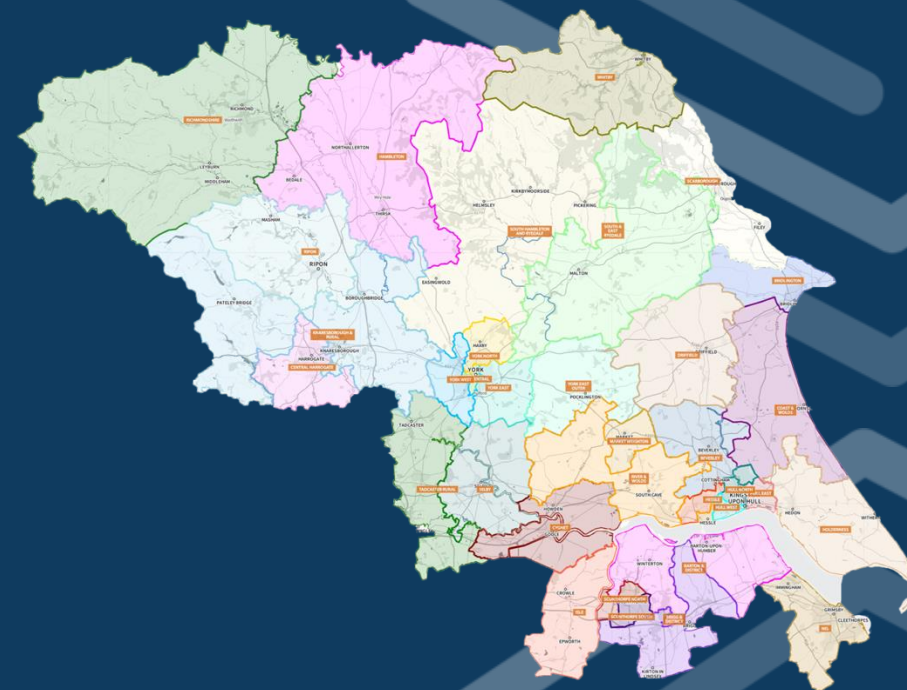
Helen Jones, Business Intelligence Lead, Shropshire Community NHS Trust



CASE STUDY: Defining neighbourhoods

Goal: Humber and North Yorkshire ICB required a geospatial intelligence and analysis tool to support neighbourhood planning across estate, service, activity, and population. The objective was to support the places, PCNs, and wider partners with strategic planning to enable a consistent, data-driven strategic planning approach across the system.

Result: Humber and North Yorkshire ICB worked with Strata to develop bespoke neighbourhood boundaries to support strategic workspace, integrating estate data, anonymised hospital activity and population demographics planning. This enables partners to access consistent insights, assess population needs, profile neighbourhoods, and plan services more effectively.



“ *It is helping us get a much better understanding of the needs of our Places to develop our neighbourhood health services.*”

Jake Abbas, Deputy Director – Insight and Analytics, Humber and North Yorkshire ICB



CASE STUDY: Making your estate fit for incident response

Goal: A fire and rescue service wanted to understand their local population, so they could model options to optimise their resources, enhance response, strengthen resilience and reduce community risk.

Result: By mapping their estate in Strata, the fire and rescue service were able to model different scenarios to understand which offered optimal coverage of areas based on risk

“ Strata supported us to visualise how our resources should look in future, maintaining effective coverage of high-risk areas and enabling us to meet incident response times and plan for future predicted community risk.”



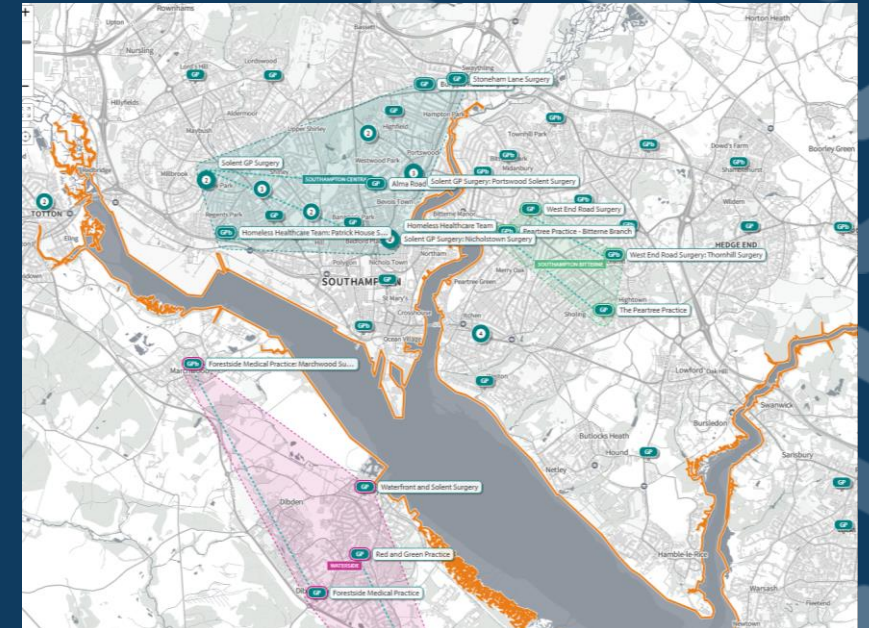
CASE STUDY: Accelerating healthcare developments

Goal: Professional services firm WSP's Healthcare Advisory team wanted to make sure their advice on new developments is based on a foundation of accurate data.

Result: The team uses Strata to access estates data, demographic information and Core20Plus5 information when they put together estates strategies, feasibility studies and business cases for ICBs and GP practices.

“ This tool plays an absolutely vital role in our work. Over the past three years, we’ve used it to plan over 20 new primary healthcare developments in the South of England, which are now fully operational and providing huge benefits for patients in the area. Without Strata, these developments could never have progressed so quickly.”

Tom Maleham, Principal Consultant, WSP



Service Assurance Information

Incident Management, Back-up and Restore

Windows Defender, Azure Sentinel and others are used across all our relevant cloud services for advanced cybersecurity threat identification and prevention. A wide range of potential compromises are monitored and protected by these solutions, covering all services and including automated preventions for database injection, suspicious end-point activity through to Denial of Service attempts. Additional monitoring and alerting is in place for service usage, capacity and connections, and alerts and notifications are generated in real-time, within 1 business hour. Parallel's stringent and embedded incident response processes are invoked for appropriately prioritised action by the team and contracted 3rd party experts.

Backups are taken automatically and are stored in geographically distinct secure virtual storage areas. Where applicable, site replication is enabled for near real-time replication of sites and databases to ensure failover recovery is possible and achievable within acceptable recovery time objectives.

In the event of an incident users will be notified by a public dashboard or status page within our software to allow them to check the current status of service or any ongoing issues. Email alerts are also issued to users to notify of any planned or unplanned outages or disruptions. We may also use our customer support channels such as the live chat (subscription dependent) and helpdesk support to inform customers of any issues. We also have social media accounts that users can follow to be kept informed of any critical information. Users can report any incidents directly through our website, helpdesk or email.

Service Requirements

There are no service constraints but access to Strata requires network connectivity along with the use of a modern web browser. We recommend an end user device with a specification of at least 8gb of RAM and an i5 or higher processor.

Service Assurance Information

Data Protection

Parallel adheres to applicable data protection principles, standards, and information governance requirements.

Security

Parallel are Cyber Essentials Plus accredited, cloud software and digital solutions are delivered from secure, encrypted websites. A proactive approach is taken to information security and processes include; data cleansing, secure equipment disposal, penetration testing, vulnerability management, protective monitoring process, incident management and response, access control testing, configuration and change management. Monthly information security forums are held where we review our software, devices, processes and policies and update the logs and trackers implemented to help us maintain best practice and the highest levels of competency. All staff are trained and assessed on cyber security and keep them informed of any changes to our security policies or procedures. Information security is championed at board level with quarterly update reports.

Hosting

Strata is hosted in a UK cloud-based solution. Parallel manage separate database and website servers for live and UAT environments. Provisioning of the hosting service is undertaken by Parallel on the client's behalf.

Access Control and User Management

User management can be undertaken either by Parallel as a managed service or by clients directly using a set of simple administration tools. The solution is driven by the needs of the client. Multi factor authentication is required for access to Strata.

Service Assurance Information

Testing and Quality Assurance

All our software is continually assessed, tested and improved in the following key areas:

- Bug and issue tracking and resolution
- Security monitoring and improvements
- Performance monitoring and improvements
- User maintenance
- Infrastructure and cloud environment management
- Disaster recovery and business continuity including back up strategy
- Configuration management and patch/update processing

We take the following approach to testing:

- Exploratory testing – our testers explore the product from a user perspective and identify bugs not always identifiable by automated testing.
- Structured testing – A suite of test cases are developed alongside the use cases and are followed step by step to ensure bug free operation on the core functional areas.
- Regression testing – runs after every change to ensure the change does not introduce or reintroduce unwelcome bug or issues.
- Performance testing – we evaluate the stability, speed and responsiveness of systems to ensure user experience benefits from a performant system capable of handling the anticipated workload and future capacity needs.

Usage

Service metrics are available on measures such as levels of active and inactive users to inform on user engagement and system adoption, session duration, frequency of use, number of page loads and data calls, geographical distribution of users, date and timestamps.

Service Assurance Information

Performance

Strata is subject to ongoing capacity reviews, performance enhancements and can auto-scale to handle increased demand. Designed with scalability and elasticity in mind to ensure increased usage does not hinder performance. Where required, products run in dedicated environments with full resource isolation, data ring fencing and scaling options.

Implementation and Support

Onboarding

The implementation process is designed to be smooth and straightforward, with an easy-to-use onboarding experience that works across end-user devices. Before signing up, users can join product demonstrations to see the benefits of Strata in action, understand how the software works, and explore how it's been utilised in similar case studies.

Once signed up, users are given clear information on how to request approval for access to additional features and data.

Depending on the subscription, Strata offers a 24/7 online self-service resource centre with FAQs, training videos, user tips, and case studies. Users can also get support from the Parallel team via email or live chat. Some subscriptions include a dedicated account manager who provides regular check-ins, helps users get the most out of Strata, and reviews usage data.

Regular user forums are run to introduce new features, share updates, and give users the chance to exchange tips, learn from each other, and suggest product improvements.

Offboarding

No less than one month prior to the subscription ending, an account manager will be in touch via email automatically with renewal options. For products which are under contract, the end of contract process is clearly set out and agreed in the initial fee proposal and contract terms. Prior to the end of the contract, following client discussion, a fee proposal will be issued to inform the client of the ongoing costs to extend the service.

Where applicable, export functionality exists within the system so users can extract data subject to permission levels. Where required, Parallel can also supply full data extracts upon request.

Implementation and Support

Availability

Parallel provides 99% availability of core functionality within business hours (Mon – Friday, 9.00am–5.00pm). User subscription periods will be extended to account for the length of downtime below the SLA.

Support

Email support is available Monday – Friday – 9.00am – 5.00pm (excluding bank holidays) along with a online 24/7 self-service training resource centre including FAQs, training videos, user insights and case studies.

Premium and Enterprise subscriptions benefit from a dedicated account manager and live agent support Monday – Friday – 9.00am – 5.00pm (excluding bank holidays).

Training

All subscriptions include training via an online webinar programme. Premium and Enterprise subscriptions benefit from a number of bespoke online training tailored towards the organisations needs.

Data Import and Export

Where applicable, export functionality exists within the system so users can extract data subject to permission levels. Where required, Parallel can also supply full data extracts upon request.

Parallel have an extensive range of solutions for data reporting allowing direct user manipulation of complex tabulated data. Our tabulated reporting tools enables users to work with linked datasets to prepare reports for further mapping, editing, visualisation or export.

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