

G-Cloud 15

Avineon Tensing

Lot 3: Geospatial Data Management Service Definition Document



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Geospatial Data Management

Service Definition Document

Why Avineon Tensing?

Avineon Tensing (Avineon Europe Ltd) specialises in data orchestration and integration, location information and Geographic Information Systems. Our consultants use the most distinctive and innovative technology platforms available in this field.

Avineon Tensing is part of the Avineon group of spatial intelligence experts, with offices in Europe, North America and Asia. With over 30 years of geospatial data management experience providing services and solutions in data integration, data quality, data interoperability, data analytics, data usage and data visualisation.

At Avineon Tensing we value certification and as a result, we are highly accredited within the industry:

Safe Software Partnership

Avineon Tensing is one of only approximately 10 Safe Software Managed Service Provider (MSP) Partners globally. This elite status demonstrates our deep expertise in managing and supporting FME environments for enterprise customers.

Avineon Tensing is a Safe Software Value Added Reseller (VAR) Partner and provides FME consultancy as well as FME software, associated first-line technical support and FME training. At present, there are more than 80 FME Certified professionals within the company, the highest of any Safe Software partner.

We have more certified FME trainers than any other UK provider.

Avineon Tensing publishes the largest range of AI-related transformers on FME Hub.



Esri Partnership

Avineon Tensing is an Esri Partner Network Member with over 50 certified Esri consultants, with expertise in ArcGIS Online, ArcGIS Enterprise and spatial data management.



ArcGIS Online
Specialty



Utility Network Management
Specialty

How We Work

We honour long-term relationships with our customers. We believe that such relationships can only be accomplished when we are honest and transparent with each other. We encourage communication, embrace challenges and welcome feedback.

Avineon Tensing is your guide in spatial intelligence! No matter where your need lies, whether for short or long periods, for a management role or a technical project-based role, our approachable team of data specialists is committed to flexibility and collaboration. We are here to help your data work more intelligently for you, assisting in both the construction of new solutions and the enhancement of ongoing projects. With Avineon Tensing, you gain not just a service provider but a dedicated partner.

Service Description

At Avineon Tensing, we excel in transforming complex data management challenges into streamlined, future-ready solutions. We help you maximise your organisation's data potential. Specialising in Spatial Intelligence solutions, which include the most powerful technology for Data Integration, ETL, Data Analysis and Data Visualisation and ultimately data-driven decision making.

Our team of certified geospatial professionals apply a unique blend of technological expertise in the FME Platform and Esri Suite to provide unparalleled geospatial data integration support throughout the data management lifecycle. Our consultants' experience spans proprietary GIS systems, open source data stacks, database technology, business intelligence dashboards, relational and NoSQL database structures, web services, XML and JSON, raster, vector, 2D and 3D, GIS and CAD, tabular data structures, document management systems and much more.

Put plainly, if your data needs to be stored digitally and efficiently, Avineon Tensing can help you.

Service Highlights

Strategic GIS Advice

Whether originating from our in-house advisory services or developed by your internal teams, we tailor our planning and strategy to suit your specific needs.

FME Platform Commercial Advice

With more commercial options allowing you access to the FME Platform than ever before, Avineon Tensing will help you work through the options to find the best fit for your needs and your budget. Our Certified FME Business Professionals are available to help.

FME Platform Licence Sales

As a value-added FME Reseller we're accredited to provide all of the FME Platform to you, backed by local UK-based Certified FME Professionals and technical support representatives.

Expert Data Migration and Integration

Transition smoothly from outdated systems to advanced cloud-based platforms with our expert migration services. We ensure your data integrates smoothly within a scalable architecture that improves access, enhances data quality and boosts overall system performance.

Managed Services

Designed to support organisations facing increased demands on the FME Platform, ensuring specialists can focus on core processes rather than management tasks.

Draw Down Consultancy Support

Avineon Tensing's FME Certified professionals assist in your use of FME on a best-effort response basis. Just get in touch, schedule a slot and solve a data problem together.

Project Consultancy Support

If your needs extend to a specific set of requirements and a deliverable, Avineon Tensing is your project partner. Our approach is to work in partnership with your team to deliver a solution that will be in place for years to come.

Technical Team Augmentation

Sometimes a project team requires a specific technical specialism for a fixed period. Avineon Tensing's solution consultants come from diverse backgrounds, with technical skills spanning the data ecosystem.

Consultancy Solutions

Avineon Tensing (Avineon Europe Ltd) supports the planning, implementation, deployment and use of data management solutions. We offer comprehensive consultancy and managed services support for the FME Platform and Esri Suite, drawing on our team of certified FME and Esri expertise.

Strategic GIS Advice

Crafting the ideal GIS strategy encompasses a wide range of elements, including the people, processes, systems and IT infrastructure that shape your approach. At Avineon Tensing, our expertise in GIS and geospatial data management positions us uniquely to guide you.

Following a strategic GIS consultancy with Avineon Tensing, you will gain insights into:

- Inspiring your team to embrace GIS innovations
- Identifying and eliminating redundant steps in your current processes
- Streamlining processes that currently consume unnecessary time
- Integrating systems to minimise manual tasks
- Clearly defining actionable GIS objectives
- Developing a GIS dashboard accessible to all stakeholders
- Using all available data sources, both internal and external
- Selecting the optimal software to meet your objectives
- Choosing the data architecture that best fits your organisation

FME Platform Commercial Advice and Licence Sales

At Avineon Tensing, we understand that selecting the right commercial model and components from the Safe Software FME Platform can be a complex task, especially with the multitude of options available. Our team of Certified FME Business Professionals is dedicated to assisting you every step of the way.

As a trusted FME Value Added Reseller (VAR), we have the accreditation to provide you with access to the full range of FME Platform licences. This means you can count on us to deliver the licensing options that meet your requirements, backed by our team of local UK-based Certified FME Professionals and technical support representatives.

Data Migration and Integration

Achieving an optimal IT landscape means having the fewest systems necessary to deliver maximum results. A geographic information system (GIS) is highly capable but has its limitations, which is why smooth data integration with data management software is crucial for maintaining efficient business processes.

Esri ArcGIS stands out as the most comprehensive GIS available today. Alongside this, we utilise Safe Software's FME, which is the leading data integration platform for geographic applications.

GIS Data Migration Solutions

Our data migration services utilise industry-leading tools to effectively manage and migrate GIS data, adopting a phased approach from the outset:

Discovery Phase	Assess existing data structures, quality and integration requirements. Define target schema and migration strategy.
Development Phase	Build and test FME workspaces for data transformation, validation and migration. Establish automated synchronisation where required.
Migration Phase	Data migration unfolds across several iterative phases, with each iteration refined by incorporating feedback to optimise the process using FME.
Deployment Phase	Deploy to the production environment, carefully coordinated to minimise impact on existing operations.

Managed Services

Avineon Tensing provides comprehensive Geospatial Managed Services for FME Flow and Esri ArcGIS Enterprise environments. Our service is built on a foundation of proactive support and clear communication.

Service Components

Component	Description
Service Requests	Access our expert service desk for prompt troubleshooting and advice from certified Esri and FME specialists
Incident Management	When issues arise, we resolve them quickly within agreed-upon response times, minimising impact on your operations
Monitoring & Health Management	Continuous insight into platform performance during business hours (13/5) using our monitoring dashboard, including proactive advice for optimisation
Change Management	Thoughtful analysis of potential enhancements and managed implementation from minor tweaks to major updates
Upgrade Advisory & Implementation	We identify necessary software updates and security patches, providing expert guidance on smooth implementation
Dedicated Service Management	A dedicated Service Manager serves as your regular point of contact, providing regular reporting and strategic insight

Esri Managed Services

Proactive Infrastructure Management

Secure the backbone of your geospatial environment with our comprehensive management service for ArcGIS Enterprise. We take full responsibility for system stability, security patching and routine maintenance of components such as Portal, Server and Data Store. By proactively monitoring critical metrics and resolving bottlenecks before they impact end-users, we ensure high availability and performance while allowing your internal teams to focus on delivering business value rather than maintaining infrastructure.

Cost Optimisation

Our service extends to the architectural lifecycle of your GIS, providing expert guidance on upgrades, migrations and cloud scalability to handle fluctuating demand. We ensure your environment is right-sized to balance performance requirements with strict cost control. Costs for this service start at £20,000 per annum, the price is dependent on your specific Esri application footprint and architectural complexity.

FME Managed Services

Enterprise Integration Stability

Guarantee the reliability of your data pipelines with our dedicated FME Flow operations service. We manage the full lifecycle of your integration platform, ensuring high availability for critical automated workflows. Through 24/7 monitoring of job success rates, queue lengths and engine availability, we identify "silent" inefficiencies and fine-tune your configuration to maximise throughput and reduce the risk of data delivery failures.

Lifecycle Support and Pricing

We actively manage capacity planning and execute complex version upgrades to keep pace with Safe Software's release cycle without disrupting existing processes. This ensures your data integration strategy remains robust and capable of scaling as your data needs grow. Costs for this service range from £15,000 per annum and dependent on the FME Platform footprint.

Deployment Options

Whether on-premise, hybrid, or multi-cloud, Avineon Tensing supports FME Platform and Esri Enterprise deployment into your preferred IT infrastructure. Service Level Agreements are available along with administrator and end-user training and mentoring.

Hosting and Software Services Supported

- Safe Software FME Flow Hosted
- Safe Software FME Flow
- Safe Software FME Form
- Esri ArcGIS Online (AGOL)
- Esri ArcGIS Enterprise

Infrastructure: Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform (GCP)

FME Training and Onboarding

FME Training and Coaching from Avineon Tensing

Avineon is a Certified FME Training Partner with Safe Software, delivering high-quality training to a variety of clients including local and national government, large enterprises and small teams.

We have more certified FME trainers than any other UK provider.

Our courses are interactive; with data examples taken from real-world UK and European scenarios, Flexible; with the ability to customise each course and move of script as required, delivered by certified FME Trainers with over 10 years of training experience each and available as web-based live tutor-led or in-person private courses.

Training Format Options

- 2 full days
- 4 half-days (concurrent) - family-friendly format
- Bespoke durations
- Web-based live tutor-led
- In-person private courses

Certified Trainers

The quality of our training matters to us; a lot. It's why our FME Trainers will always be Certified with Safe. We believe in the power of a story - we set data examples in the context of the real-world, something our trainers have experienced. We train technique, but we also want you to learn from our experience.

FME Training Course Descriptions

FME Form Introductory

This foundation course is designed for data professionals who are new to the FME Platform or those with self-taught experience looking to solidify their knowledge. Participants will gain a comprehensive grasp of FME Form (formerly FME Desktop) by exploring core terminology, data translation principles and the use of essential transformers. By the end of the training, attendees will be able to build efficient translation workspaces independently, making this the ideal starting point for anyone looking to automate their daily data tasks.

FME Form Advanced

Aimed at existing users who are ready to transition into "power users," this course focuses on the sophisticated capabilities required to handle complex data challenges.[1] The curriculum covers advanced attribute handling, dynamic workflows and the use of parameters to create highly reusable workspaces.[1] It is perfect for GIS analysts and data engineers who have mastered the basics and now wish to implement best-practice techniques to optimise performance and handle large-scale data integration projects.

FME Flow (Server) Authoring

This course is targeted at administrators and workspace authors who need to deploy and manage data workflows in an enterprise environment using FME Flow (formerly FME Server). You will learn how to publish workspaces, configure self-service data download portals and automate job scheduling and notifications. It is essential for teams looking to move beyond manual desktop processing to establish a centralised, real-time data automation infrastructure that supports the wider organisation.

FME Form Best Practice

Designed for intermediate to advanced users, this specialised module focuses on the "art" of building maintainable, readable and efficient workspaces. The course outlines techniques for effective prototyping, robust error trapping, performance profiling and advanced debugging strategies. It is specifically aimed at organisations that want to standardise their development approach, ensuring that workspaces remain stable and easy to support long after the original author has moved on.

FME and Mastering APIs

This hands-on training is intended for intermediate FME users who need to connect their internal systems with external web services and cloud platforms. The syllabus demystifies the use of APIs, teaching participants how to master the HTTPCaller transformer, handle complex JSON or XML responses and build reusable custom connectors. It is the ideal choice for data specialists who need to integrate disparate cloud applications or fetch live data from third-party sources without writing code.

FME and AI Integration

This innovative course is aimed at forward-thinking data engineers and solution architects looking to fuse FME workflows with Artificial Intelligence. Participants will learn how to use FME as an orchestration engine to send unstructured data (such as text or images) to Generative AI models and process the

structured results. The content is perfect for technical teams seeking to automate complex classification, extraction or sentiment analysis tasks by leveraging the power of Large Language Models within their existing ETL pipelines.

AI Integration and Innovation

Avineon Tensing is at the forefront of integrating AI capabilities into FME workflows. We offer:

Automated Computer Vision and Asset Classification

Integrate Computer Vision capabilities directly into your FME workflows to analyse and classify visual data automatically. This capability converts unstructured imagery, such as site photos or asset attachments, into structured database attributes. It removes the need for manual review and significantly accelerates asset management processes across your GIS platforms.

Generative AI for Data Enrichment

Augment sparse or incomplete datasets by integrating Generative AI into your ETL pipelines. The system intelligently retrieves and synthesises external knowledge to fill informational gaps. This creates richer and context-aware datasets that support better decision-making without the need for manual data entry.

Intelligent Data Quality and Standardisation

Move beyond rigid validation rules by deploying Large Language Models (LLMs) to clean messy text-based attributes. By understanding semantic context rather than just formatting, this approach validates and standardises complex data, such as registries, descriptions and user inputs, with a high degree of accuracy.

Unstructured Data Mining and Geocoding

Transform unstructured documentation into active geospatial intelligence. We utilise Natural Language Processing (NLP) to mine location data and attributes trapped in reports, emails and legacy files. This process automatically geocodes them into mappable points to ensure no intelligence is lost in static documents.

AI Model Governance and Optimisation

Ensure value for money and data security with our model-agnostic approach. We help you benchmark local open-source models against commercial cloud services to ensure you select the right AI architecture. This allows you to balance performance, cost and data sovereignty requirements effectively for your specific project.

FME Draw-Down Consultancy

The types of activities covered by such a consultancy draw-down allocation include but are not limited to:

FME Deployment Install, configure, or upgrade of the FME Platform components, particularly FME Flow in Production and Development environments. Undertaken by a Technical Specialist at the SFIA Rate Card level 'Initiate, influence' (level 6 or above).

Workspace Authoring Amend or build specific processes through workspace authoring activities. Undertaken by a Technical Specialist at the SFIA Rate Card level starting at 'Enable' (level 4 or above).

Process and Performance Optimisation Advise and optimise existing production processes for enterprise environments or ever increasing data volumes. Undertaken by a Technical Specialist at the SFIA Rate Card level 'Initiate, influence' (level 6 or above).

Tool Integration Integrate FME with existing tools, services, APIs or legacy systems. Includes Esri components and services. Undertaken by a Technical Specialist at the SFIA Rate Card level starting at 'Enable' (level 4 or above).

System Configuration Advise and configure the host platform, network, and third-party libraries specific to the FME deployment environment. Undertaken by a Technical Specialist at the SFIA Rate Card level 'Initiate, influence' (level 6 or above).

Security Consulting Provide advice and mitigation strategies for emerging security considerations. Undertaken by a Technical Specialist at the SFIA Rate Card level 'Initiate, influence' (level 6 or above).

Technology Implementation Offer advice and support to implement new technologies supported by FME that may offer competitive advantages. Undertaken by a Technical Specialist at the SFIA Rate Card level starting at 'Enable' (level 4 or above).

Coaching and Training Apply best practice techniques and provide mentoring. Separate to our structured training offering. Undertaken by a Technical Specialist at the SFIA Rate Card level 'Initiate, influence' (level 6 or above).

Projects and Team Augmentation

Tensing's consultancy solutions offer a comprehensive approach to project delivery, making us the ideal partner for your initiatives. With our deep expertise in data integration and transformation, we provide tailored strategies and solutions to meet your project goals efficiently. Please refer to the SFIA Rate Card. Development and implementation vary by project and resource requirements but are supported by Technical Specialists at all levels from Follow and above (level 1+).

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