

G-Cloud 15

Avineon Tensing

Lot 2: FME Platform Service Definition Document



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FME Platform Solutions

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 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.
- Avineon Tensing is also one of only approximately 10 Safe Software Managed Service Provider (MSP) Partners globally.
- 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.



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.

Training Excellence

Every year we train dozens of people on the FME platform. They include people from various industries such as contractors and construction companies; telecommunications, water, gas and electric companies; and various government agencies.

In the United Kingdom we're proud to have subject matter experts that focus on the FME Platform. Ensuring they are FME Certified and that they maintain these accreditations is vital to Avineon Tensing as a trusted advisor to our customers.

Our training courses are exclusively provided by certified FME Professionals and FME Trainers. Thanks to their years of knowledge and practical experience, they are fully capable of transferring Safe Software's best practices to various levels of end users.

Globally the Avineon Tensing team is one of the largest groups of ArcGIS and FME specialists.

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.

The FME Platform - A Summary

The FME Platform is a powerful data integration suite developed by Safe Software (Vancouver, Canada), designed to streamline the conversion and migration of data across various formats and applications. Its fundamental purpose is to solve data compatibility issues, making it easier for businesses to utilise diverse data types and sources effectively. The platform includes FME Form (previously FME Desktop), FME Flow (previously FME Server) and FME Flow Hosted (previously FME Cloud).

At the core of the FME Platform is FME Form, it has an intuitive graphical interface (sometimes referred to as a visual programming tool), which allows users to build data workflows called "workspaces". These workspaces can be as simple or complex as required, depending on the user's needs. They can execute an array of data tasks, such as data conversion, transformation, validation and integration.

With FME Flow, you can take your data integration to the enterprise. Users can automate their workflows, scheduling tasks to run at specific times or in response to certain triggers. This automation capability reduces the need for manual intervention, saving time and reducing the risk of human error.

A unique selling point of the FME Platform is its extensive support for more than 500 different data formats, including spatial and tabular data formats. This includes databases, spreadsheets, XML, CAD data, GIS data, raster and vector graphics, web services data and more. This vast variety allows organisations to work smoothly with their preferred data types, mitigating the common challenge of data incompatibility.

FME also provides a rich library of hundreds of transformers, each designed for specific data manipulation tasks. They allow users to perform operations like data cleaning, restructuring, merging, splitting and spatial operations, among others. Users can chain multiple transformers together, creating sophisticated workflows to solve intricate data problems.

The power of FME extends beyond a single user's computer too. FME Form integrates smoothly with FME Flow and FME Flow Hosted, providing a comprehensive platform for automated, enterprise-level data transformations. This enables users to schedule tasks, automate workflows and share their workspaces with others, enhancing productivity and collaborative data management.

Format Support

FME Form includes support for approaching 500 data formats and connections, making it a highly versatile data integration tool. These formats span a broad range, encompassing spatial and tabular (non-spatial) data:

- GIS formats: Esri Shapefile, Esri File Geodatabase, Esri ArcGIS Online, GeoJSON, KML, GeoPackage
- CAD formats: AutoCAD DWG, MicroStation DGN, Revit
- Database formats: PostgreSQL/PostGIS, Oracle Spatial, SQL Server, MySQL
- Cloud services: AWS S3, Azure Blob Storage, Google Cloud Storage
- Web services: REST APIs, WMS, WFS, OGC API Features

- Other formats: Excel, JSON, XML, PDF, point clouds, 3D formats

A detailed listing of all connectors included is available for reference here: <https://fme.safe.com/fme-in-action/integrations/>

Transformer Availability

In FME, a transformer is a tool or function that performs specific operations on data as it moves through a workflow in FME Workbench. Transformers can manipulate, analyse, or convert data in numerous ways.

FME Form includes access to hundreds of official Transformers, as well as a huge range of community-generated tools in the FME Hub, like those offered by the team at Avineon Tensing. Avineon Tensing is a Verified FME Hub Publisher, with the largest range of AI-related transformers available from any partner.

<https://engage.safe.com/transformers/>
<https://hub.safe.com/publishers/ensing>

Service Description

Avineon Tensing (Avineon Europe Ltd) is a Safe Software Partner and Value Added Reseller (VAR) providing FME Platform solutions. The FME Form, FME Flow and FME Flow Hosted tools lead the no-code geospatial data integration and ETL space, facilitating the integration of hundreds of spatial and tabular data formats.

At Avineon Tensing we help you create your ideal FME software footprint, placing it at the heart of your data operations and helping you to upskill and support your team's data management requirements.

Avineon Tensing's team is fully versed in the FME Platform not just from the technical perspective, but from the commercial aspect also. Our Certified FME Business Professionals will help advise you right from your first enquiry. We'll help you understand which parts of the Platform will best suit your needs and which commercial model will give you the most flexibility at the most economically advantageous price point.

FME Platform Solutions We Offer

Tensing consultants and sales professionals are experts in the FME Platform and offers the following FME Platform Solutions:

- FME Licence sales – FME Form, FME Flow and FME Flow Hosted
- FME Maintenance and Subscription Terms
- FME Platform Technical Support Agreements
- FME Training and Coaching
- FME Consultancy Services
- FME Enterprise Platform Deployment, Upgrade and Configuration
- FME Enterprise Platform Managed Service
- FME Flow Hosted Managed Service

Avineon Tensing's regional teams in the United Kingdom, the Netherlands, France and Belgium are here to support your data management work with the FME Platform.

Service Features, Benefits and Limitations

Strong Partnership with Safe Software

As a Safe Software value added reseller (VAR) partner, Avineon Tensing stays up-to-date with the latest developments in FME technology. This close relationship enables us to provide clients with the most advanced and innovative data integration solutions available.

Customised Solutions

At Avineon Tensing we're known for our ability to develop tailored GIS and FME solutions that cater to the unique needs of our clients. This client-centric approach helps us build long-lasting relationships and ensures our customers derive maximum value from our training and consulting services.

Comprehensive Services

We offer a wide range of services, including GIS and FME consulting, solution development, FME licence sales, subscriptions, maintenance, training, coaching and technical support services. This comprehensive service offering makes us a one-stop-shop for organisations seeking to maximise the value of the spatial and non-spatial datasets.

Certified Trainers

The quality of our training matters to us; a lot. It's why our FME Trainers will always be Certified with Safe. It's also why our trainers have all delivered training for over 10 years each. It's because we believe in the power of a story, we set data examples in the context of the real-world, something our trainer has experienced. We train technique, but we also want you to learn from our experience. You also won't catch our trainers delivering a script; we certainly follow an agenda, but we want the flexibility to customise every course to the delegates that attend.

The FME Platform

FME brings life to your data, making the impossible possible. From spatial data to real-time, to databases, to business systems, data today is more distributed than ever. FME is here to integrate it all. Learn, discover and put your data to better use. If you can imagine the solution, the FME Platform gives you the power to make it happen, from bulk data movement (ETL) to quality assurance, data replication and more.

Accomplish more and do it faster with the no-code FME interface. FME has support for batch processing, event-driven data management and high-speed data streams, all within one platform. Whatever type of data you have, FME can handle it. Supported by Safe Software and a strong user community, FME expands its reach and your potential every day.

Deploy anytime, anywhere. The FME Platform has unrivalled deployment options so you can choose what's the best fit for you:

- Run anywhere, in any cloud, on-premises or with containers
- Deploy with fault tolerance to ensure your data can keep moving
- Deploy quickly with FME Flow Hosted - up and running in hours, not days or weeks
- Scale to meet your demand, with available CPU-time - pay only for what you use

Constraints and Limitations

FME Flow Hosted (formerly FME Cloud) runs on Amazon Web Services, therefore any constraints mirror those of AWS. FME Flow Hosted instances are Linux based, Windows-exclusive formats are unavailable e.g. MS Access, Esri Personal Geodatabase. Annual plans have a credit allocation that suits most scenarios for transactional data storage and data transfer. Exceptional requirements may incur additional costs. At least 1 license of FME Form (formerly FME Desktop) is required to author the data pipeline jobs, known as workspaces running on the FME Flow Hosted platform.

FME Form – supports Windows, Linux & MacOS operating systems.

FME Flow – supports Windows\Linux\Docker\Kubernetes operating systems.

Support and Monitoring

Weekday Support Hours and Response Times

Operating Hours: Monday to Friday, 09:00 to 17:30.

Response Times

Major Issues: Within 30 minutes.

Standard Operational Assistance: Within 4 hours.

Weekend Operations: Closed. Extended support is available upon request.

First-Line Support Services

- Tensing provides comprehensive first-line support to address:
- Operational and Systemic Issues: Troubleshooting problems on both the FME Flow Hosted tier and FME Flow instances.
- Security Concerns: Addressing security issues for both tiers and instances.
- Access Issues: Resolving access complications to the FME Flow Hosted tier or FME Flow instances.
- Product Investigation: Collaborating with Safe Software for proactive investigation into product regressions, deficiencies, and security threats.
- Proactive Monitoring: Automated monitoring of instances to promptly detect and notify of unexpected downtime.

Advanced Support Services

Our advanced support extends to:

Architectural Review: Evaluating your current or proposed architecture and offering guidance on cloud migration to maximise opportunities.

Enhanced Security: Advising on securing FME Flow Hosted and integrating it within a secure cloud architecture, alongside other applications and data.

FME Flow Upgrades: Assistance with upgrading the FME Flow version on hosted instances to ensure optimal performance and features.

FME Training and Onboarding

FME Training and Coaching from Avineon Tensing

Avineon Tensing has been delivering FME training since 2010 and 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 to the delegates that attend
Delivered by certified FME Trainers with over 10 years of training experience each
Available as web-based live tutor-led or in-person private courses

You won't catch our trainers delivering from a script; we certainly follow an agenda, but we want the flexibility to customise every course to the delegates that attend.

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 course introduces FME to the beginner. It is suitable for anybody who needs to transform, convert or move data. It is ideal for users of Geographic Information Systems, database administrators, application developers, web developers or anyone who uses data.

FME Form Advanced

The advanced course builds on the skills learnt in the introductory course. It provides delegates with more advanced techniques to solve complex data problems.

FME Flow Authoring

This course covers how to author workspaces for FME Flow, including scheduling, notifications, automations and web services.

AI Integration and Innovation

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

AI Skill Booster Sessions (Free)

ArcGIS Online Image Classification: Learn how to automatically classify images stored as attachments in ArcGIS Online using computer vision. Turn visual data into structured attributes without manual review.

Spatial Data Enrichment: See how AI can augment sparse datasets with external knowledge - retrieving relevant information to create richer, more informative spatial data.

Intelligent Data Cleaning: Discover how Large Language Models can validate and standardise messy address and contact data - understanding context rather than relying on rigid rules.

PDF Data Extraction: Watch AI extract structured address records from unstructured PDF reports, then geocode them into mappable points - unlocking data trapped in documents.

AI Model Comparison: Compare local open-source models against cloud-based commercial services for sentiment analysis - helping you choose the right tool for your needs.

FME Hub AI Transformers

Avineon Tensing publishes the largest range of FME Hub transformers relating to AI, available at: <https://hub.safe.com/publishers/tensing>

Trial Environment

Free trial link: www.avineon-tensing.com/en-gb/technology/fme/fme-licensing-subscriptions

Contact Details

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Avineon Tensing (Avineon Europe Ltd) - Your guide in spatial intelligence



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