



AURENET

Unified Data. Smarter Decisions.

Service Definition Document



Service Overview

AURENET the data platform that empowers organisations to manage their IoT ecosystems and data landscapes with unparalleled efficiency.

Consolidate, monitor, and analyse all your critical dynamic and static data in one unified platform—helping you make smarter, data-driven decisions in real time.



SERVICE DESCRIPTION

The AURENET platform provides a holistic view of all your dynamic and static data layers and delivers a single view across your entire IoT landscape.

Key capabilities include:

- Standards-based, vendor & device-agnostic data ingestion
- Automated data enrichment & intelligent classification
- Powerful geospatial visualisation & mapping
- Advanced analytics, dashboards & automated reporting
- Secure, scalable enterprise-grade platform

The service is delivered as a Software-as-a-Service (SaaS) offering and requires no on-premise infrastructure.

SERVICE FEATURES

- **Open standards compliance** – Smart Data Model NGSI-LD compliant platform ensuring interoperability and vendor neutrality.
- **Flexible data ingestion** – Ingests data via HTTP, LoRaWan, MQTT, APIs, and queues from IoT and third-party systems.
- **Automated data normalisation** – Converts raw data into structured, analysis-ready observations and entities.
- **Configurable classification engine** – Transforms measurements into meaningful indices such as AQI or RAG status.
- **Optimised latest measurements** – Ensures fast access to the most recent sensor readings at all times.
- **Geospatial visualisation** – Interactive maps with spatial overlays, GeoJSON support, and multiple map providers.
- **Advanced analytics & charting** – 20+ configurable chart types with aggregation and export capabilities.
- **Data subscriptions & delivery** – Publishes data to external systems via APIs, queues, data lakes, or NGSI-LD compliant context brokers.
- **Enterprise security & access control** – Role-based permissions with 2FA and SAML single sign-on.
- **Cloud-ready scalable architecture** – Modular, resilient design supporting growth and disaster recovery

SERVICE BENEFITS

- **Clear insight from complex data**
Turns large volumes of sensor and system data into simple, easy-to-understand indicators that support confident decision-making.
- **Faster, evidence-based decisions**
Provides real-time and historical views of what's happening across places and services, helping teams respond quickly and justify actions.
- **Works with existing systems and suppliers**
Integrates with current devices and platforms, avoiding vendor lock-in and protecting previous investment.
- **Improved reporting and accountability**
Makes it easy to produce reports, dashboards, and visual evidence for internal management, elected members, and regulators.
- **Reduced manual effort and duplication**
Automates data collection, processing, and reporting, reducing reliance on spreadsheets and manual analysis.
- **Secure and trusted by design**
Ensures data is protected and access is controlled, supporting governance, compliance, and safe information sharing.

WHO IS THE SERVICE FOR (Examples)

AURENET is designed for non-technical subject matter experts, enabling them to access, interpret, and use data without requiring specialist technical skills

- **Environmental Health Officer**
Uses Aurennet to monitor environmental conditions, and to support statutory reporting and public health decisions.
- **Smart City / Digital Programme Manager**
Oversees connected sensor deployments and uses Aurennet to integrate data sources, monitor performance, and demonstrate outcomes and behavioral influence from digital initiatives.
- **Transport or Traffic Data Manager**
Uses sensor and analytics data to understand traffic flow, congestion, and trends to inform transport planning and interventions.
- **Estates or Facilities Manager**
Uses building and environmental data to monitor conditions across council assets, support maintenance decisions, and improve energy efficiency

DEPLOYMENT MODEL

- Cloud hosted (AWS UK region)
- Multi-tenant SaaS with logical data separation
- Accessible via modern web browsers
- No client-side software installation required

ONBOARDING & IMPLEMENTATION

Typical onboarding includes:

- Environment provisioning
- User and profile setup
- Data import (optional)
- Administrator and user training

Standard onboarding is completed within 2–4 weeks, depending on organisation size and configuration complexity

SERVICE LEVELS & AVAILABILITY

- Target availability: 99.9% monthly uptime
- Planned maintenance notified in advance
- Monitoring and incident management included

Service credits are available where availability targets are not met, in line with contractual SLAs.



SECURITY

AURENET is designed to meet UK public sector security expectations:

- UK data residency
- Encryption in transit and at rest
- Role-based access control
- Full audit logging
- Regular vulnerability scanning and patching
- Alignment with UK GDPR and Data Protection Act 2018.

DATA PROTECTION & COMPLIANCE

- Customer is Data Controller
- Supplier acts as Data Processor
- Data Processing Agreement available
- Audit trails and reporting.

SUPPORT & MAINTENANCE

- UK-based support
- Business hours support as standard
- Priority incident handling for critical issues
- Knowledge base and user documentation included
- Enhanced support options are available.

PRICING APPROACH

AURENET is priced on a subscription basis, reflecting the scale, complexity, and operational impact of public sector organisations' workloads .

Pricing is designed to:

- Align costs to actual organisational demand
- Support predictable annual budgeting
- Reflect the value delivered through effective data management and insight.

PRICING MODEL

Pricing is subscription-based and aligned to the selected subscription period.

Additional discounts may be applied based on:

- Number of sensors
- Number of users

Indicative pricing bands and full details are available via the Digital Marketplace listing.

CONTRACT LENGTH

- Minimum contract term: 12 months
- Discounts for multiple terms
- Extension options available

EXIT MANAGEMENT

On contract termination:

- Customer data is returned in a standard, readable format
- Secure deletion of remaining data after an agreed retention period
- Exit support available if required

DEPENDENCIES

- Internet connectivity
- Modern web browser
- Customer-provided user access management

SERVICE CONSTRAINTS

- AI-assisted outputs are advisory and require human review

The EDERA service is suitable for central & local authorities, NHS bodies, police, arms-length bodies, and other UK public sector organisations.



Contact Information

-  [book a demo](#)
-  [email enquiries](#)
-  or call us on [+44 \(0\) 203 885 8281](tel:+442038858281)
-  www.citytrax.co.uk

