

# G-Cloud Service Definition

## Cadcorp Spatial Database Service

Crown  
Commercial  
Service  
*Supplier*

# G-Cloud Cadcorp Spatial Database Service

## Service Definition

This Service Definition is relevant to all public and third sector agencies. The service is provided by NEC Software Solutions (NEC).

## Overview of G-Cloud Service

The service described in this document is for a cloud hosted spatial database service. NEC provides two options:

**Option 1:** PostgreSQL database with the PostGIS extension

**Option 2:** Microsoft Azure SQL Database.

The customer is responsible for loading and managing all of the data.

## Key Benefits

**Time** - Reduces the time and expertise required by the customer to set up and manage a spatial business database.

**Service** - Provide a guaranteed level of service to reassure the customer and their users that the spatial business database will be available when they need it.

**Cost** – The customer avoids the need to purchase hardware and allocate IT resources to install and maintain a spatial database.

## Cadcorp Spatial Database Service

The Cadcorp Spatial Database Service includes:

- Hosted PostgreSQL database with the PostGIS extension or a hosted Microsoft Azure SQL Database.
- Security model to support different levels of user.
- Database Management System to allow the customer to complete minor database management tasks.

## Initial Service Set up

As part of this service Cadcorp will complete the following initial tasks:

- Requirements gathering and scoping
- Initial database setup
- Setup of security model
- Configuration of database for both map and business data
- Setup of backup facility and scheduled tasks
- Database testing
- Remote client configuration testing.

## On-going Tasks

As part of this service Cadcorp will complete the following ongoing tasks:

- Backup health check (weekly)
- Check alert logs (weekly)
- Housekeeping on archives (monthly)
- Disk space analysis (monthly)
- Minor database upgrades (when available).

## Customer Tasks

As part of this service the customer will complete the following tasks which will be covered as part of the database admin training course:

- Data audit before migration of data into the database.
- Install and licence compatible client to read and write the data, for example, Cadcorp SIS Desktop.
- Complete the Cadcorp Customer Hosting Requirements form.
- Loading and managing all of the data.
- Adding new database users.

If the customer prefers, some of these task, for example adding new database users, can be carried out by Cadcorp as part of a consultancy service.

## Service Management

### Backup and Disaster recovery

Back up and disaster recovery can be provided as required. You should contact your NEC representative to discuss the options in more detail and to receive a formal quote. The service provided will be based on the Microsoft Azure online backup provision and will allow NEC to easily recover backups to any server.

### On-boarding and Off-boarding process

NEC aims to keep the Cadcorp SIS Desktop in the cloud on-boarding process as simple as possible. In the first instance an organisation should email [frameworks@necsws.com](mailto:frameworks@necsws.com)

NEC will advise the organisation on all aspects of the on-boarding process including order processing and provide clear instructions on any tasks the customer needs to complete in order for the service to be set up.

To initiate the off-boarding process the organisation should contact their NEC representative. NEC will then arrange for the database service to be taken down. The customer is responsible for downloading their data while the service is still available.

### Service Management and Service Levels

The customer will be assigned a NEC representative who will provide overall service management to the customer. The customer will have full access to support services between 09:00 and 17:30 on all working days. Where possible all maintenance will be carried out without disrupting the service. In the event that this is not possible maintenance will be scheduled and the customer notified in advance.

## Ordering and Invoice Process

If you wish to order these services, a G-Cloud Order Form will need to be completed and signed by both parties.

## Data Restoration and Service Migration

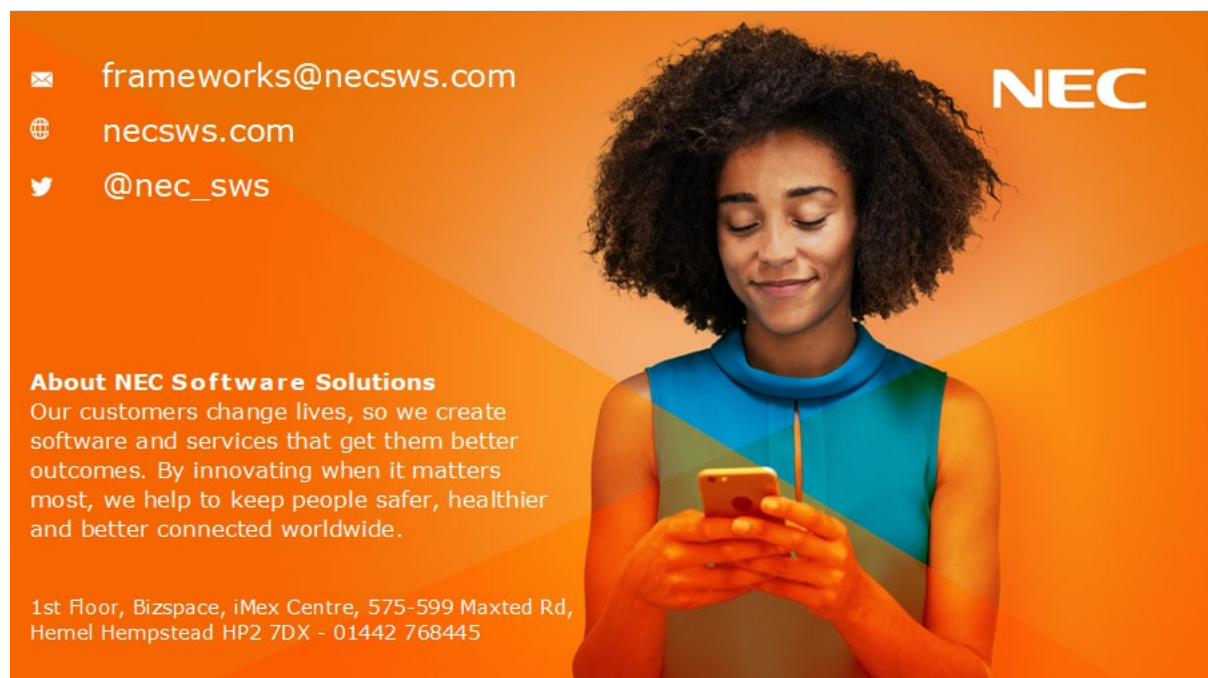
The service can be removed from operation within 8 working hours. The customer is responsible for downloading their data.

## Request a Demonstration

We would be pleased to demonstrate the Cadcorp Spatial Database Service to you. Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a demonstration.

## Request a Trial

Please email [frameworks@necsws.com](mailto:frameworks@necsws.com) to request a trial.

A promotional graphic for NEC Software Solutions. It features a woman with dark curly hair, wearing a blue and green sleeveless top, looking down at a smartphone. The background is a warm orange gradient. On the left, there is contact information: an email icon followed by 'frameworks@necsws.com', a globe icon followed by 'necsws.com', and a Twitter icon followed by '@nec\_sws'. In the top right corner, the 'NEC' logo is displayed. Below the contact information, the text 'About NEC Software Solutions' is followed by a paragraph: 'Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.' At the bottom left, the address '1st Floor, Bizspace, iMex Centre, 575-599 Maxted Rd, Hemel Hempstead HP2 7DX - 01442 768445' is listed.

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**About NEC Software Solutions**

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