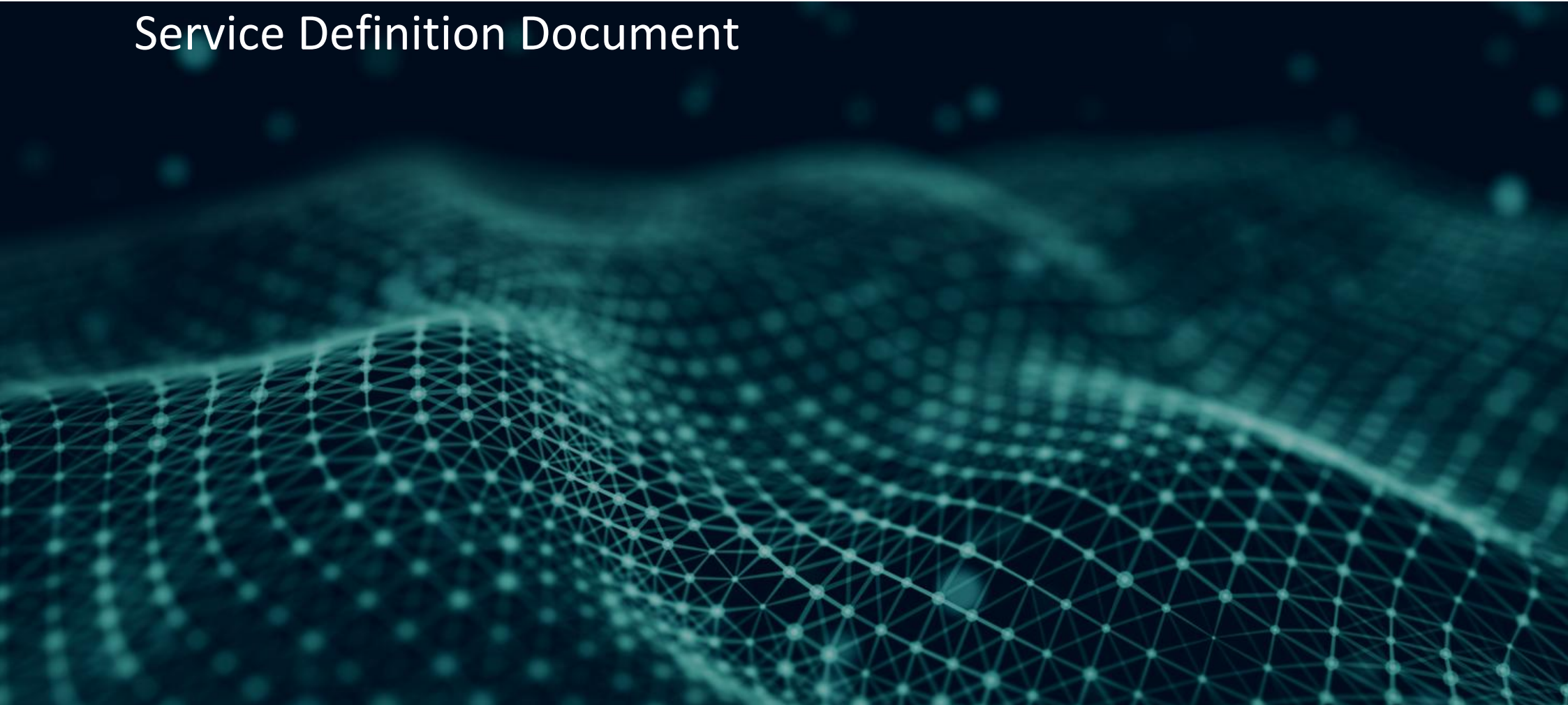


1Data Gateway – Geospatial Data Quality Portal

Service Definition Document



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50+
years
experience



PARTNERS



Verti**GIS**

CUSTOMERS



1Spatial Company Profile

We specialise in helping our customers unlock the value of their geospatial data.

Our government customers include the Environment Agency, Defra, the Rural Payments Agency, Land and Property Services, No 1 AIDU, DAERA, and Natural England.

Elsewhere, we work and partner with organisations such as Ordnance Survey and the Geospatial Commission.

We've been able to achieve this by paying close attention to our customers' needs and delivering software solutions that solve their challenges.

We are headquartered in the UK, based in Cambridge, and listed in London on AIM.

More broadly, we offer master data management services for geospatial data to a range of customers across natural environment, defence, utilities and transport.



“At 1Spatial, we are committed to working with our customers, to unlock the value of their data – to create a more sustainable, safer, and smarter world.”

Claire Milverton, CEO, 1Spatial

Our Difference

We have extensive experience working with government customers, keeping their data secure.

We have been entrusted in projects of national security importance. We have implemented organisational quality, environmental and information security models as a means of assuring this trust (certified to ISO9001:2015, ISO14001:2015, ISO27001:2022, and Cyber Essentials Plus).

We are experts in geospatial technology, creating our own platform and acting as a partnered reseller of others - 1Integrate, 1Data Gateway, Esri ArcGIS Pro (licensed reseller), FME (licensed reseller), and VertiGIS (licensed reseller).

We have extensive expertise in architecting end-to-end solutions using these technologies and more to meet specific customer needs.

Elsewhere, we innovate, bringing turn-key SaaS geospatial solutions to new markets - such as traffic management planning (1Streetworks) and emergency call routing (Public Safety NG-911).



1Data Gateway – Geospatial Data Quality Portal Service Description

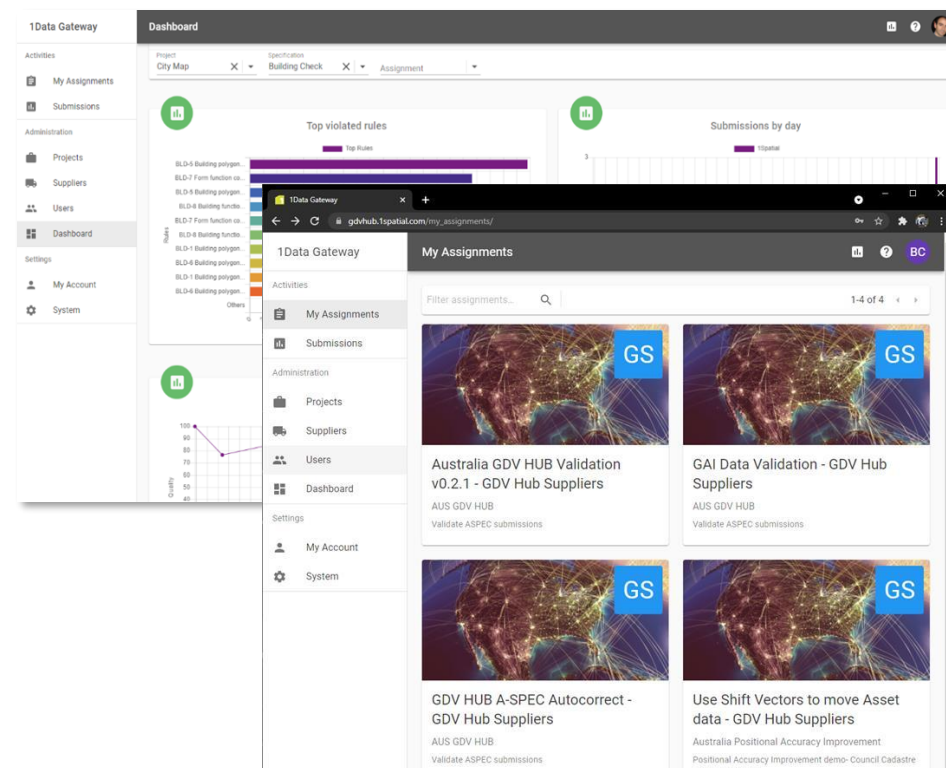
1Data Gateway provides your enterprise with a web-based portal to a smart, simple and controlled way to deliver validation rules, corrections and data enhancement processes, without the need for training.

Manage your supply chain from data collection all the way through to integration into your core database. For organisations dealing with complex and varied supply chains, 1Data Gateway ensures data is checked at the point of entry.

Service Features and Benefits

Features:

- Simplified supply chain data management
- Validate and fix geospatial data
- Secure, user-friendly web portal
- Unlimited user access
- Integration with external identity providers for single sign-on
- Statistics and conformance dashboards
- Integration via API or in ArcGIS Pro
- Submission scheduler
- SaaS, private cloud, or Hybrid
- Use rules to correct, transform, inform and integrate



Benefits:

- Streamline the data supply chain
- Verify data quality at the point of entry
- User analytics through dashboards
- Customise workflows and automations to meet your needs
- Scalable with your growth
- Keeps your data supply chain secure
- Reduce effort on low-value data validation and correction tasks
- Expand your data supply chain with accuracy and confidence
- The 1Data Gateway Add-in leverages the capabilities of ArcGIS Pro
- The Add-in enables more efficient workflows in ArcGIS Pro

Security and user management

1Data Gateway can be configured for secure HTTPS access with a security certificate. Only authorised 1Data Gateway users can access the system and their permissions are assigned by an administrator. Deployments that are on premise or on a client managed cloud service are the responsibility of the Buyer.

Scalability

1Data Gateway is a web application, which harnesses the power of 1Integrate on the back-end. 1Integrate provides power, performance and scalability and has been used in many projects to solve problems involving advanced processing for large amounts of data. 1Integrate engines are used to process requests and additional engines can easily be added to scale up and achieve high performance.

Services

1Spatial provide a full range of consultancy services for creating and applying data rules for 1Integrate and 1Data Gateway. Customers will benefit from years of successful deployments and rule writing expertise to provide the most effective automation for your data validation and processing needs.

Deployment options

1Data Gateway and 1Integrate were built from the ground up as server-side tools that run within application servers, each providing a web-based user interface and a RESTful API.

The following deployment options are available:

- Within Microsoft Azure Cloud provisioned by 1Spatial
- Within cloud infrastructure managed by the customer
- On-premise within your IT infrastructure.
- No deployment: Provide the data to 1Spatial consultants who can create and apply the rules to the data and return the results.



1Spatial offers an additional Add-in application for ArcGIS Pro to be able to upload and process data through 1Data Gateway, without having to access the 1Data Gateway web portal.

The 1Data Gateway ArcGIS Pro Add-in leverages the editing and selection capabilities of ArcGIS Pro which allows more efficient workflows for users.



User Service Support

Standard Software Support

1. 1Spatial provides a centralised Support Desk Service for raising service requests for assistance with the licenced software.
2. The 1Spatial Support Desk will be operated between the hours of 09:00 to 17:30 (UK time Monday- Friday, excluding bank holidays)
3. Service Requests include the following:
 - **Suspected Software Issues:** The Customer suspects the Software is functioning incorrectly and requires a software fix
 - **Application Support:** The Customer seeks advice or guidance in the use of the Software for its intended function
4. The Customer can request assistance from the Support Desk via email, telephone or online through the 1Spatial Customer Portal.
5. Each new request to the Support Desk will be logged in a Support Desk call-handling system where a unique call reference number will be allocated. An initial response will be provided to each Support Desk request that will detail the unique reference number, a suggested priority and summary of action.
6. 1Spatial will provide email or telephone assistance to customers to enable communication with 1Spatial's software specialists during the core hours specified above.
7. Where a major fault cannot be resolved within the specified time a site visit may be carried out. Unless this agreement provides services days to be automatically drawn upon, arrangements will be subject to negotiation between the Company and the Customer prior to the commencement of any such work.

8. Where a fault requires a software or documentation change in Third Party licenced software, an issue will be logged with the vendor. 1Spatial is not responsible for the schedule of issue fixes for any Third-Party software but will communicate priorities on behalf of the customer. Where the issues cannot be replicated or where further assistance is required to troubleshoot the problem, 1Spatial will engage with the vendor to obtain assistance.
9. 1Spatial will pass on suggestions for enhancements to the vendor for supported Third Party software. Although there is no guarantee any suggestion will be included in a future release, suggestions frequently influence product development decisions.

Advanced Support Package

1Spatial offers an Advanced Support Package which includes the following additional benefits:

1. Inclusive Service Days: 6 full service days each year to help you with your consultancy, training or onsite support needs
2. Software Installation Consultant: 2 full days access to a dedicated software installation expert
3. Quarterly Service Reviews: A service review each quarter attended by your assigned Support Lead and your Account Manager (or other suitable 1Spatial representative). Includes provision of a detailed service report covering the relevant period
4. 1Spatial Product Beta Program Membership



Premium Support Package

The Premium Support Package delivers a tailored service to support and administer 1Spatial and supported Third Party Products across an organisation or within an enterprise solution. This could include elements from the Advanced Package, or as an example, could include one or more of the following:

- Specific or non-standard service levels
- A greater number of inclusive service days
- Dedicated onsite support
- Specialist remote support services
- Product Roadmap Updates
- Software Patch Releases
- Access to a 1Spatial Technical Lead
- Extended Life Support
- Membership on the 1Spatial Client Advisory Board

Product Maintenance

During the term of ongoing support, 1Spatial provide maintenance services to customers, any new versions of the Software and/or Documentation issued during the period of this support will be made available to the customer.



Training

1Spatial Consultancy Services provides expert training for the 1Spatial 3D Data Management Cloud Service, focused on data integration and data quality.

Training courses are based upon established training content or tailored training content to a specific client's individual requirements.



Working with the service

When 1Spatial manages the cloud deployment of the software, it is already installed and only requires access via a web browser - for example, Edge, Chrome, or Firefox. Configuration of the service, rules authoring, and data upload and processing can be performed through the web interface.

Online documentation is included with the software. Training courses may also be purchased from 1Spatial.

Access to the capabilities is available via documented REST APIs.

Onboarding and Offboarding

When purchasing the software to install on premise or on a cloud environment that is not managed by 1Spatial, full installation guides are provided.

1Spatial consultancy services can also be purchased to advise and create rules to meet your specifications or requirements.

At the end of the contract period, rules can be downloaded as an XML format before the software is decommissioned.

Trial Service

1Data Gateway can be made available for a trial period. Please contact government@1spatial.com for further details.

