

Geospatial Mobile Apps

Service Definition Document



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50+
years
experience



PARTNERS



Verti**GIS**

CUSTOMERS



Land &
Property
Services.



NATURAL
ENGLAND



Geospatial
Commission



Ordnance
Survey



Department
for Environment
Food & Rural Affairs



Rural Payments
Agency



Environment
Agency

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).



Geospatial Mobile App Service Description

1Spatial's mobile GIS apps are configurable for a variety of surveys and jobs.

Both 1Edit and 1Capture are commercially available, and are powered by 1Spatial's advanced, configurable validation rules, ensuring data capture is highly efficient and right first time.

1Capture enables, in-field, task driven editing scenarios on a mobile device for users who are not Geospatial survey professionals.

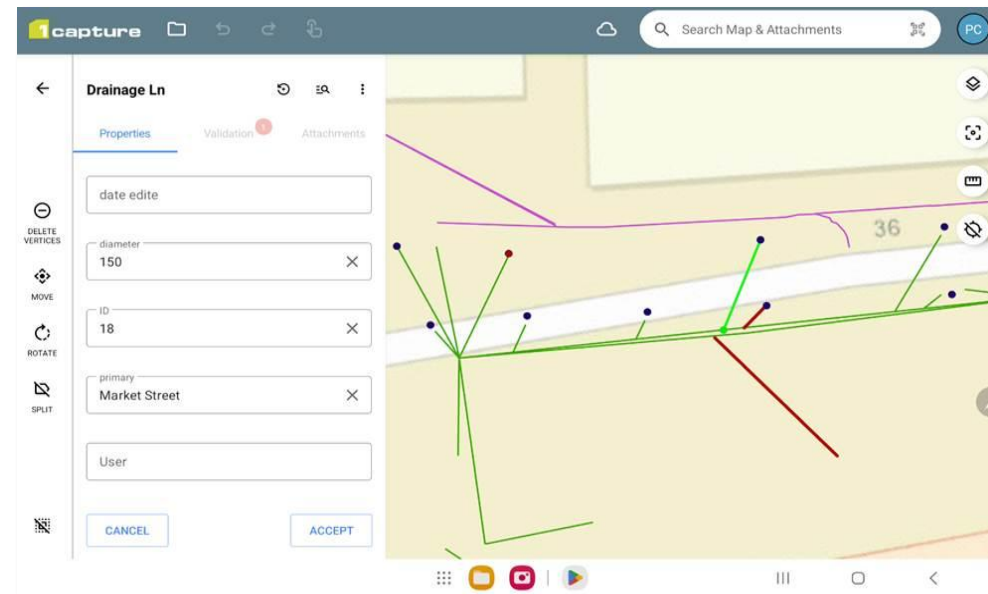
1Edit is a full-feature spatial data capture system for surveyors and other data capture specialists for use in-field and on desktops.

Owing to the different expectations of hardware used by these users, 1Edit is available on Windows and 1Capture on Android.

Service Features and Benefits

Features:

- Configurable mobile GIS editing application for a range of users
- Advanced validation rules to ensure "Right First Time" data capture
- Fully functional online and offline: Edit, validate, and automate
- Supports attachments including photo capture



- 1Capture integrates with ArcGIS (ESRI) and WFS (Open Source)
- 1Edit integrates with a variety of GIS systems using GML



Benefits:

- Compliant survey data releases value sooner without manual intervention
- Speed up data capture and editing, avoiding repeat visits
- Automate repetitive survey tasks
- Builds trust in data as a true representation of assets
- Increases confidence in spatial data for analysis and decision making
- Deployable for multiple use cases

Customisation

Both 1Capture and 1Edit are highly configurable commercial off the shelf (COTS) products, designed to be customisable for a wide range of use-cases with minimal set up.

For 1Capture and 1Edit, map layers, assets, jobs, styles, rules, and actions may all be customised to suit the buyer's needs, specific scenarios, and data.

Users may customise these elements in a series of configuration components, which may be reconfigured as needed by the customers' own administrators of the application. Configuration may also be locked down should the customer desire it, as part of the deployment process by 1Spatial for that customer.



Services

1Spatial provide a full range of consultancy services for configuring and integrating 1Capture and 1Edit into your wider geospatial infrastructure. Customers will benefit from years of successful deployments expertise to provide the most effective automation for your data capture and surveying needs.

Devices and Operating Systems

For 1Capture, the operating system requirement is for Android 12 to 14, , with 4.0GB of RAM or more.

For 1Edit, the operating system is for Windows 11, with 8.0GB of RAM or more.



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. Software and Service Promotions: Benefit from User Group promotions, discounts and special offers on software and services
5. 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 1Capture and 1Edit.

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

Working with the service

Both 1Capture and 1Edit are designed to be intuitive, easy-to-use mobile applications, suitable for both GIS and non-GIS users. We provide both on-site and online training to help users start using the service.

User documentation and training guides (as well as administrator user documentation and training guides) are also available for users to self-study.

Onboarding and Offboarding

When purchasing the software to install on premise or on a cloud environment that is not managed by 1Spatial, full installation Both 1Capture and 1Edit are designed to be intuitive, easy-to-use mobile applications, suitable for both GIS and non-GIS users. We provide both on-site and online training to help users start using the service. User documentation and training guides (as well as administrator user documentation and training guides) are also available for users to self-study.

Trial Service

Both 1Capture and 1Edit can be made available for a trial period, please contact government@1spatial.com for further details.

Prospective customers may be granted an evaluation licence and copies of the mobile applications, typically under a signed software evaluation agreement.

Neither training nor configuration of the application to the particular use-case of the prospective customer is not included. The trial period is typically 14-28 days.



