

VertiGIS FM

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, VertiGIS, Esri ArcGIS Pro (licensed reseller) and FME (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).



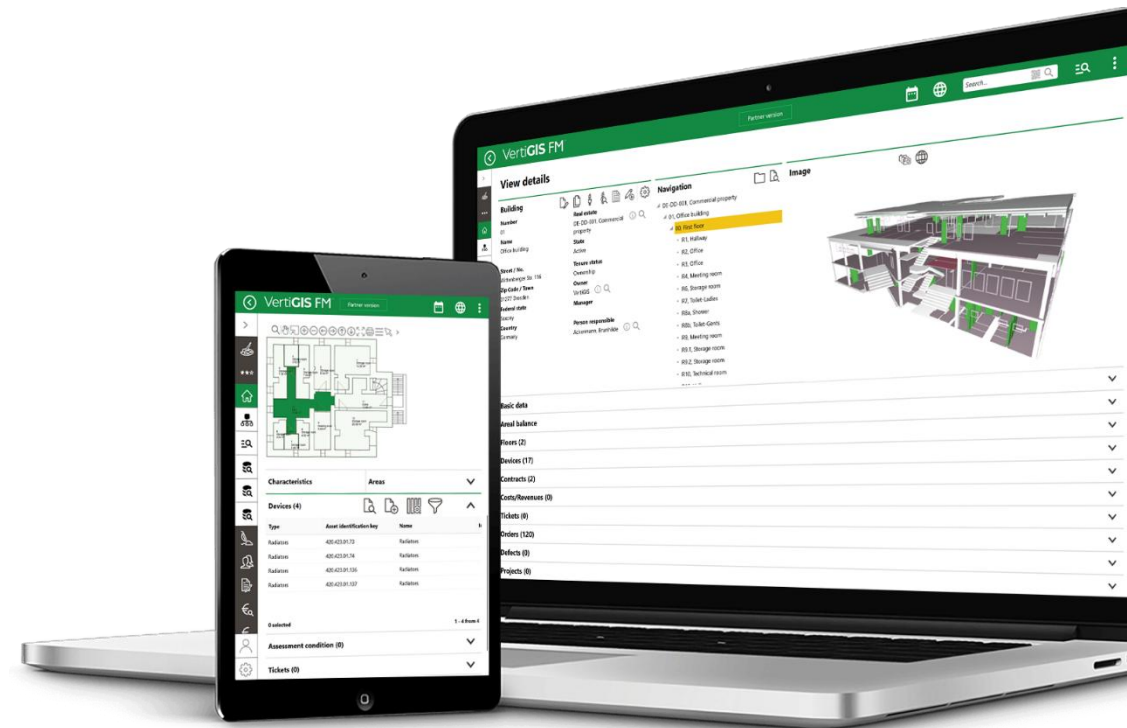
VertiGIS FM – Service Description

VertiGIS FM is a cloud-based facilities and asset management platform that helps organisations manage property, assets, maintenance, and compliance in one system, improving operational efficiency, data visibility, and service delivery.

Service Features and Benefits

Features:

- **Asset and Facilities Management.** Centralised management of property, assets, and equipment across portfolios.
- **Planned and Reactive Maintenance.** Scheduling, work orders, and contractor management in one system.
- **Compliance and Statutory Management.** Track inspections, certifications, and regulatory obligations.
- **GIS Integration (Esri ArcGIS).** Spatially enabled asset management with map-based visualisation.
- **Mobile Working.** Support for field teams with real-time updates and offline capabilities.
- **Reporting and Dashboards.** Configurable reports and KPIs for operational insight.
- **Integration and APIs.** Connects with finance, HR, ERP, and other enterprise systems.



Benefits:

- Provide a single source of truth for managing estates and assets efficiently
- Reduce downtime and costs through proactive and responsive maintenance
- Minimise risk by ensuring statutory obligations are visible and controlled
- Improve decision-making through location-based asset insight
- Increase productivity by enabling teams to work effectively in the field
- Deliver clear performance insight from role customised dashboards to support informed decisions
- Protects existing investments by seamlessly connecting to enterprise systems

Customisation

VertiGIS FM is designed to be highly configurable, allowing departments within an organisation, or individual roles within a department to tailor the system to their operational, asset, and compliance management requirements. Workflows, forms, dashboards, and user interfaces can be configured to support different asset types, maintenance processes, and service models.

The platform provides a wide range of built-in configuration options, while also allowing organisations to extend functionality through integrations, APIs, and custom components, such as linking to finance, ERP, or other enterprise systems. This ensures VertiGIS FM can be adapted to existing processes while remaining flexible to future needs.

Modules

The VertiGIS FM product suite offers 6 powerful modules to meet operator obligations, minimise risks, reduce costs, and optimise infrastructure processes for all your buildings, assets, transportation networks, greenspaces and supply chains. Your FM package can be tailored to suit organisational needs.



Maintenance

Organise maintenance activities needed for your equipment and facilities. Keep track of assets, document the work that needs to be done, and improve operational safety.



Buildings

Organise your properties and buildings and manage operational processes including cleaning and reservation management.



Contracts

Keep track of contracts and access clear overviews of payment data, deadlines, and index adjustments. Document all steps from contract creation to termination.



Greenspaces

Support communities by improving traffic and playground safety, better managing greenspaces, and optimising tree cadastre processes.



Energy

Monitor and optimise energy consumption with smart metering technology. Analyse energy balances to identify potential savings.



Parcels

Manage land parcels and stay on top of encumbrances and ownership rights. Ease land management needs with features for standardising and controlling key processes.

Services

1Spatial provide a full range of consultancy services for creating and customising VertiGIS FM. Customers will benefit from years of successful implementations and expertise to provide the most effective and relevant modules to your organisation.

Implementation and Deployment

We offer two approaches for deployment.

The first is using VertiGIS' SaaS environments (which offer a choice of location between Europe and the USA). These run in Microsoft Azure.

The second option involves deployment within the customer's private cloud environment. In this scenario, VertiGIS FM is installed and configured to operate within the customer's infrastructure. VertiGIS FM is an enterprise facilities management application, designed to integrate with the customer's existing GIS and enterprise systems, including Esri ArcGIS Enterprise, which can provide the underlying GIS services.

APIs

VertiGIS FM provides a documented web API for exchanging data with third-party applications. Users first generate an authentication token via the Authentication Service to access available endpoints. The API supports standard CRUD operations (Create, Read, Update, Delete) for interacting with VertiGIS FM data, including creating new records such as cost centres.

Additional data object services will be added in the future. Swagger-based documentation guides users through endpoint details, authentication, and example requests, enabling secure and flexible data integration with other systems.



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 provide expert training for VertiGIS FM, focused on system administration and integration of the underlying data architecture.

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

Working with the service

When using the VertiGIS SaaS option, setup requires very little time, and users can quickly start creating and deploying geospatial applications for their business needs.

If installing on the customer's private cloud or datacentre, 1Spatial is able to advise on deployment and architecture.

Online documentation is included with the software which explains how to create applications. Training courses for application creation can also be purchased from 1Spatial.

Access to the capabilities is available via documented REST APIs.

Onboarding and Offboarding

Online documentation is included with VertiGIS FM, which explains how to administer. Training courses can also be purchased from 1Spatial for in-depth training or provided as part of the onboarding process.

1Spatial consultancy services can also be purchased to advise and configure VertiGIS FM to meet your specifications or requirements.



Trial Service

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



