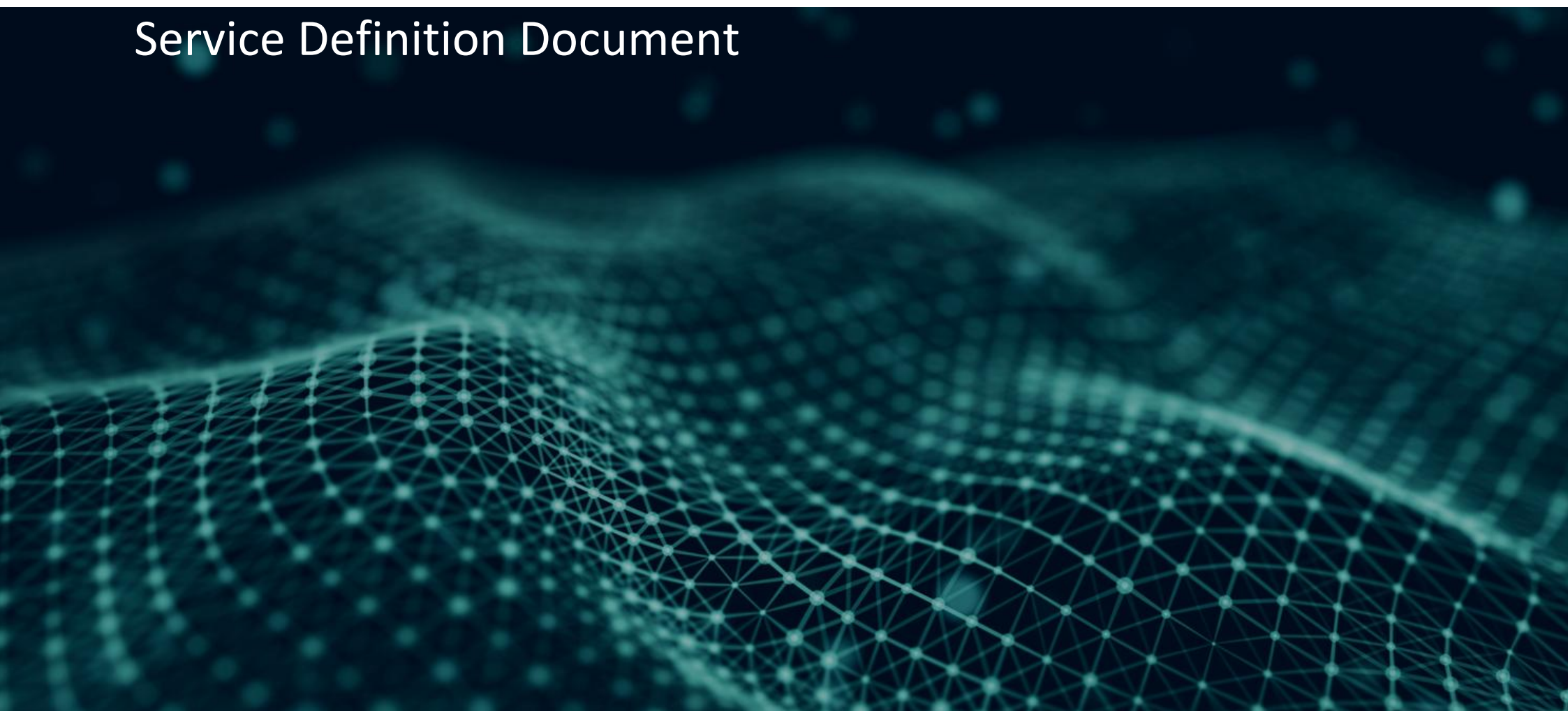


FME

Service Definition Document



Contents

- 1Spatial Company Profile 4
- Our Difference 5
- FME – Service Description 6
- Service Features and Benefits 6
- Services 7
- Deployment options 7
- User Service Support 9
- Standard Software Support 9
- Advanced Support Package 10
- Premium Support Package 10
- Product Maintenance 11
- Training 12
- Working with the service 13
- Onboarding and Offboarding 13



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, FME, 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).



FME – Service Description

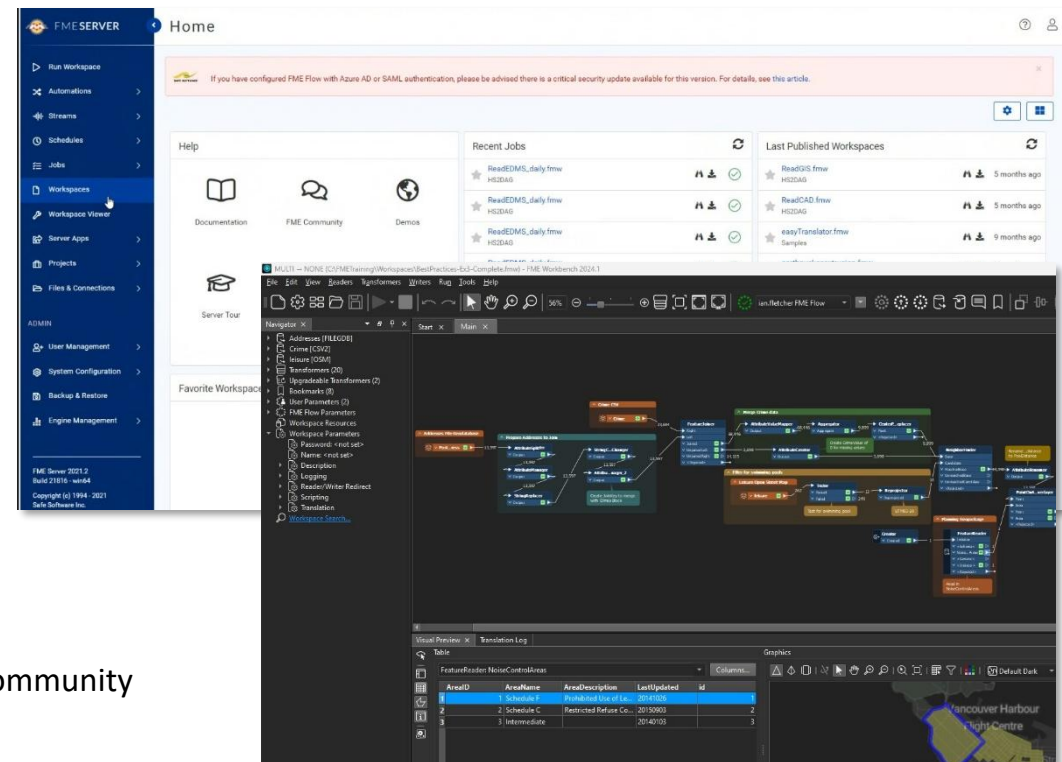
FME gets your data working for you by integrating all of your organisation's applications and data sources. Save time by streamlining data flows with event/time-based automation. Extensive automation and no-code experience make it easy to create and schedule custom processes.

The platform includes FME Form, Flow and Flow Hosted.

Service Features and Benefits

Features:

- Lower barrier to entry for working on geospatial data
- Free up your time from low-value, repetitive tasks
- Unlock huge ROI with efficient tools for spatial/non-spatial data
- Quick to deploy and efficient at managing data volumes
- Customise workflows and automations to meet your needs
- Integrates with current infrastructure and GIS applications
- Reduce costs by automating ETL processes
- Scale the system as your needs grow
- Perpetual, subscription and pay as you use licensing options
- Large number of training courses available, and global user community



Benefits:

- Lower barrier to entry for working on geospatial data
- Free up your time from low-value, repetitive tasks
- Unlock huge ROI with efficient tools for spatial/non-spatial data
- Quick to deploy and efficient at managing data volumes
- Customise workflows and automations to meet your needs
- Integrates with current infrastructure and GIS applications
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Services

1Spatial provide a full range of consultancy services for FME. These from identification of business requirements, to creating integration workflows, to ensuring successful deployment and architecture as well as product and technical support.

Customers will benefit from years of expertise to provide the most effective solutions for your data validation and processing needs.

Deployment options

The FME platform may be separated into two applications: FME Form, the desktop application for authoring FME workbenches, and FME Flow, a server-side tool which allows for these workbenches to be run remotely and on a scheduled basis.

The following deployment options are available:



FME Form:

- Installation on the customer's own local machine
- Deployment of a cloud virtual machine in Azure on a BYOL (Bring Your Own Licence) basis

FME Flow

- Using the turn-key service, FME Flow Hosted, provided by Safe Software and managed by 1Spatial
- A deployment of FME Flow by 1Spatial in our private cloud
- A deployment of FME Flow by the customer in their cloud subscription
- A deployment of FME Flow by the customer in their own datacentre



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 offers an array of 2-day training courses, covering all levels of experience. These comprise courses for FME Form and FME Flow authoring. Together, these cover everything that a user would need to create straight-through ETL processes. We also offer technical support to customers via email and online case management to facilitate them in their onboarding journey.



Working with the service

When 1Spatial manages the cloud deployment of FME Flow (either via FME Flow Hosted or when it is deployed in 1Spatial's private cloud for the customer), 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 which explains how to manage and create data integrations and transformations. Training courses for rules creation can 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.

Online documentation is included with the software which explains how to administer the software rules. Training courses can also be purchased from 1Spatial for in-depth training.

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, data and workbenches can be downloaded before the software is decommissioned.



