

1Integrate – Geospatial Data Rules Engine

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, 1Integrate, 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).



1Integrate – Geospatial Data Rules Engine - Service Description

1Integrate brings the power of our patented rules engine to your data, delivering automated validation and enhancement.

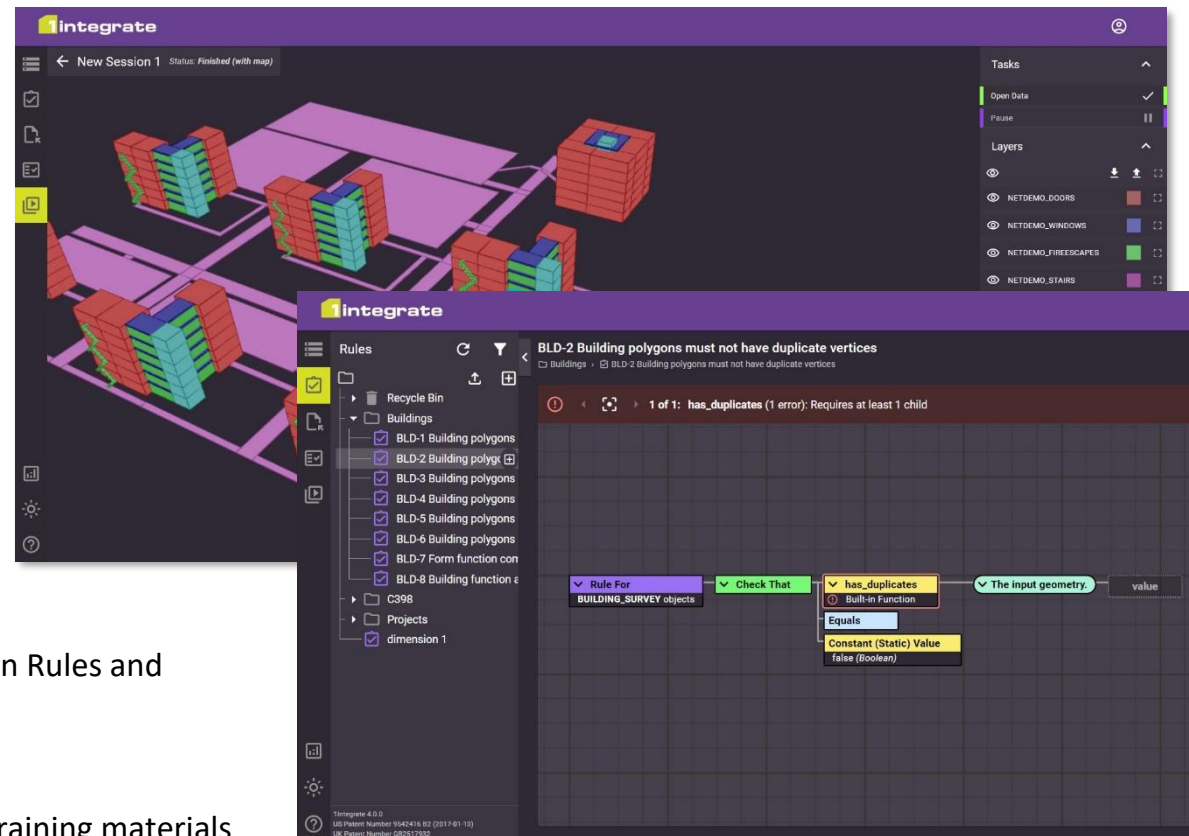
It gives you confidence in your data by assessing its quality, ensuring it meets defined specifications and is fit for purpose.

Seamlessly embed complex data processes into your system via the REST API.

Service Features and Benefits

Features:

- No-code user interface
- Data Stores – connect to many supported data formats
- Rules – create data quality checks via the no-code interface
- Actions – powerful actions can automatically correct your data
- Built-in Functions – pre-built logic you can include in Rules and Actions
- REST API – fully featured and documented
- Online Documentation - comprehensive help and training materials
- Inline Comments – add notes to your rules and actions



- Dynamic engines – engines that scale with your demand
- Platform agnostic – works with your existing infrastructure

Benefits:

- Gain confidence in your data – robust data validation and transformation
- Knowledge management – create, manage and store a rules catalogue
- Automated transformations – utilise powerful actions to correct your data
- Seamless integration – embed directly in your workflow via the REST API
- Clear and accurate reports – easily manage your data quality control
- Easy to use – an intuitive, web-based, no-code interface
- Scalable – flexible engines can scale with you as your demand grows
- 3D capabilities – process 3D, 2D and non-spatial data
- Easy to get started - Self-serve, online training and thorough documentation

Security and user management:

1Integrate can be configured for secure HTTPS access with a security certificate. Only authorised 1Integrate users can access the system and they can use features consistent with permissions that have been allocated to them by an administrator. Deployments that are on premise or on a client managed cloud service are the responsibility of the Buyer.



Scalability:

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 1Integrate to scale up and achieve high performance.

Services

1Spatial provide a full range of consultancy services for creating and applying data rules for 1Integrate. 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.

Pricing options

1Integrate provides a wide range of processing capabilities, at a level of compute that suits your business use-case. Full pricing details may be found in the Pricing Document, but 1Integrate offers two tiers of service:

- 1Integrate: the full version with both validation capabilities (rules) and enhancement capabilities (actions)
- 1Integrate Lite: the LITE version of 1Integrate provides all the validation capabilities of 1Integrate (rules) but does not provide the enhancement capabilities of 1Integrate (actions).

Furthermore, as a modular system, 1Integrate offers the ability for processing of 3D data as an extra add-on. This 3D module may be purchased separately as a licence for a production system, or for a non-production system, or for both.

Deployment options

1Integrate was built from the ground up as a server-side tool that runs within an application server and provides a web-based user interface and a RESTful API.



The following deployment options are available:

- Within Microsoft Azure Cloud provisioned by 1Spatial
- Within a cloud infrastructure
- 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.



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 the 1Integrate, focused on data integration and data quality. If preferred, self-led, online courses are also available.

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 which explains how to create rules. 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 and create rules. Training courses for rules creation 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, rules can be downloaded in JSON format before the software is decommissioned.



Trial Service

1Integrate can be made available for a trial period; please contact government@1spatial.com for further details.



