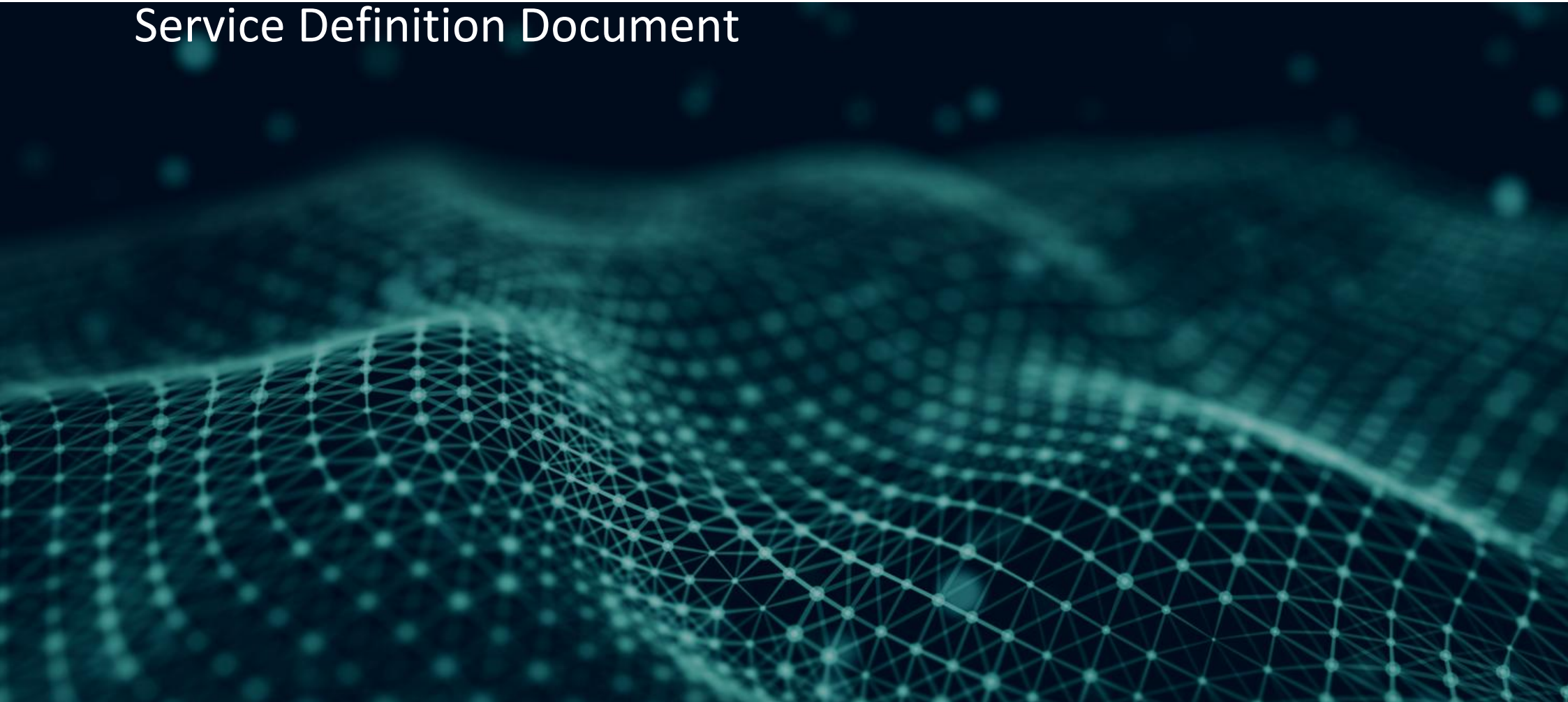


1Streetworks – Traffic Management & diversion planning

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

50+ Years of Experience

**Expertise, Software &
Solutions**

£27 Million Revenue

95% Customer Retention

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, 1Streetworks, 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 and diversion planning (1Streetworks) and emergency call routing (Public Safety NG-911).



1Streetworks – Traffic Management Plan Automation

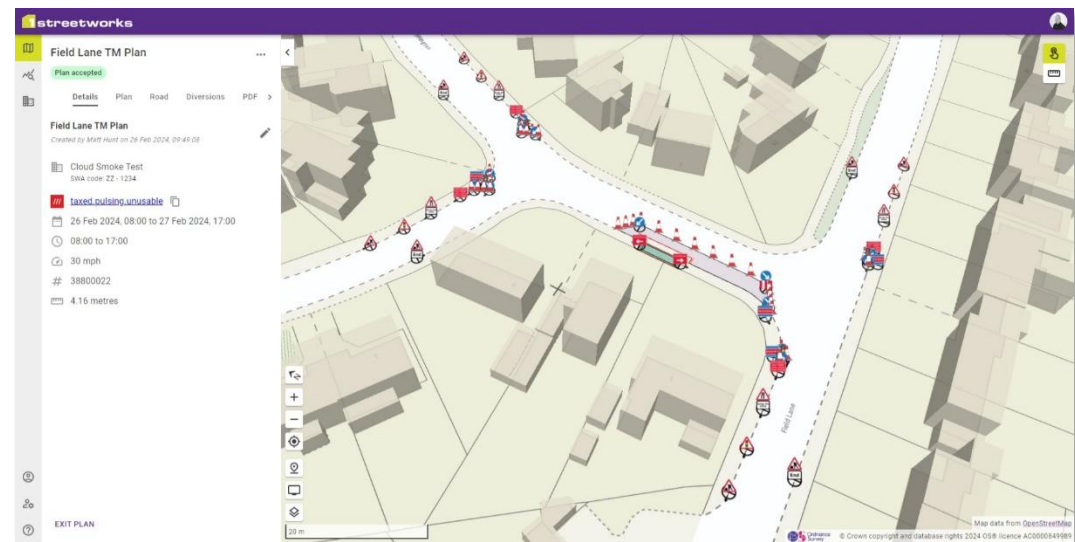
A single source of road space and permit data present through The Cloud to provide comprehensive, compliant, consistent, cost-effective traffic management – under 2 minutes - and diversion plans, using a collaborative digital platform to rapidly optimise your operation.

1Streetworks combines traffic management regulations, industry best practice, and all the geospatial and road space information you need to efficiently plan your roadworks all in one place through a browser on desktop or field.

Service Features and Benefits

Features:

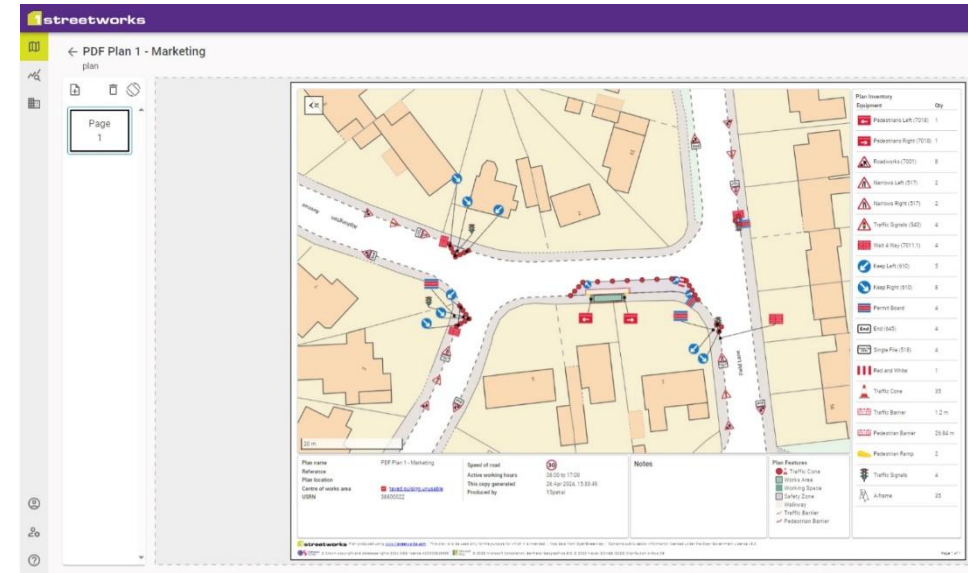
- Automate 'Red Book' compliant traffic management plans
- Cloud-based - no deployment needed, fast onboarding & training
- Rapid production of compliant plans and diversions



- Automated diversions, signage and signage placement
- Tweak, customise and enhance plans for your specific needs
- Create custom signs for in addition to full TSRGD catalogue
- See current and upcoming traffic permits in your works area
- Format and print plans using both standard and custom layouts
- Full audit history for all plans created

Benefits:

- Automate costly, time-consuming, and error-prone process of manual traffic management planning
- Automate chapter 8 diversion plans in seconds
- Peace of mind - 'Red Book' compliance
- All road space data, permit data and support geospatial data in one place, removing the need/cost of multiple applications.
- Cross part collaboration - multiple organisations in the same geography can collaborate / see each other's planning and diversion content.
- Optimises traffic management plan & diversion production and collaboration, delivering extensive operational impact.
- Removes reliance upon “9 to 5” manual office-based planning
- Can automate plan creation for future maintenance activity a 5000 plans per hour, for planned works optimisation.



Application access and deployment

1Streetworks is a multi-tenanted web application that may be accessed through a browser.

There are no customer side installation nor deployment requirements.

Security, availability and user management:

1Streetworks is configured for secure HTTPS access with a security certificate.

Only authorised 1Streetworks users can access the system and may only use the features that have been allocated to them by an administrator.



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 – purchased separately - 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 Customer Success Manager 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 on-site or remote training courses for users. These are typically included in the pricing for initial implementations. In addition, the application is fully documented in an online and video user guides, with additional downloadable PDF user guides. This allows the user to self-service.

Given the nature of the application (multi-tenanted cloud web app), there is minimal configuration or setup required. Our 1Streetworks team also works closely with users to ensure successful takeup and adoption of the 1Streetworks platform.



Working with the service

1Streetworks only requires access via a web browser such as Edge or Chrome. Configuration of the service, rules authoring, and data upload and processing can be performed through the web interface.

Access to the capabilities is also available via documented REST APIs.

Onboarding and Offboarding

Onboarding is straightforward; the 1Streetworks team will be in touch with the buyer to obtain a list of users.

Online documentation and interactive video support is included with the software which explains how to administer the software, in addition to the remote or onsite training detailed above.

1Streetworks consultancy services can also be purchased in addition to inclusive implementation services.

At the end of the contract period, traffic management plans may be downloaded in PDF format before access to the 1Streetworks application is revoked.

Trial Service

1Streetworks can be made available for a trial period, please contact; sales@1spatial.com for further details.



