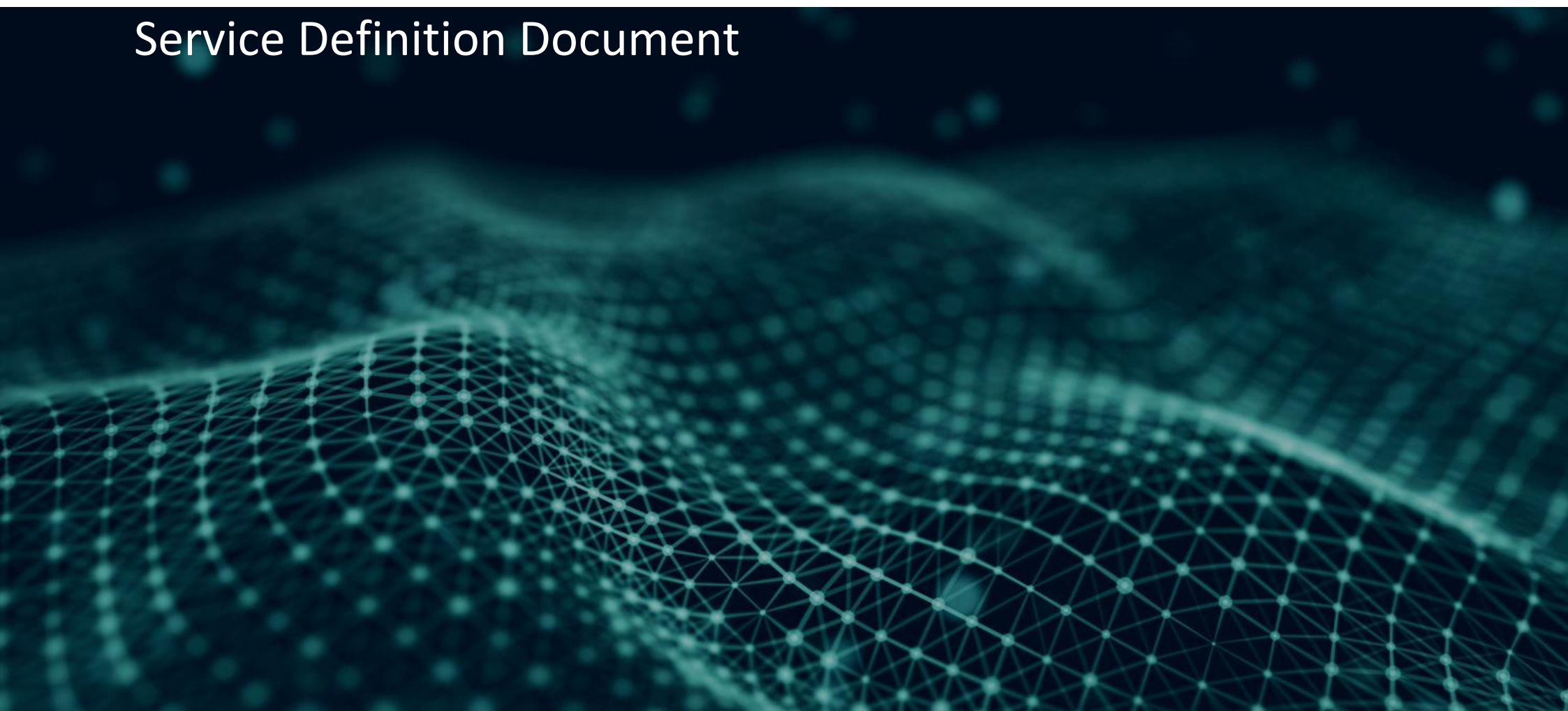


VertiGIS Studio

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 Studio, 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).



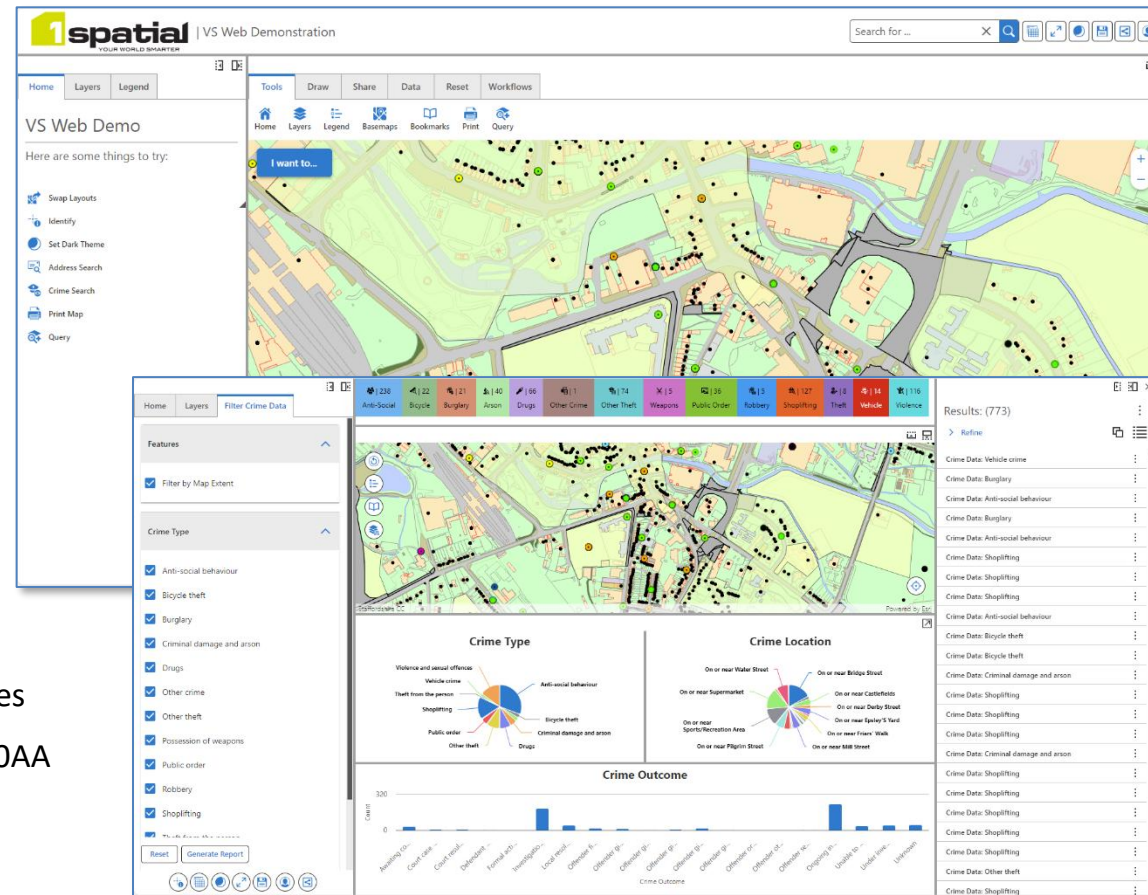
VertiGIS Studio – Service Description

VertiGIS Studio lets you create custom geospatial applications with no-code, drag and drop configuration. These applications can handle various geospatial data analysis and processing tasks. VertiGIS Studio enhances Esri's ArcGIS Enterprise products with more sophistication and precision. It adapts to your data, business, and processes.

Service Features and Benefits

Features:

- Intuitive layout configuration model, allowing for flexible and customised applications
- Wide variety of templates and out-of-the-box components
- Staged deployment capabilities that support enterprise deployment patterns
- SaaS greatly reduces time to create, deploy, and maintain apps
- Live preview mode, granting instant feedback on your updates
- Esri web scenes: use 3D data to solve complex challenges
- Accessibility features, conforming to W3C and WCAG2.0AA requirements out-of-the-box.



Benefits:

- Create functional, beautiful applications that streamline and consolidate complex processes
- Use intuitive, no-code configuration to respond quickly to new challenges
- Build interfaces that compare multiple maps simultaneously, including 3D maps
- Create customised workflows that match your internal processes
- Witness interactive dashboards that include charts and KPI cards
- Replicate legacy applications while maintaining branding, look & feel
- Design responsive applications that work on multiple device types

Customisation

VertiGIS Studio Web was created with the sole purpose of allow the easy creation (via no-code, drag and drop visual programming) of geospatial web applications.

Accordingly, the applications created can be hugely customisable, in a near infinite array of combined workflows, UI components, forms, and configuration.

Furthermore, while the VertiGIS Studio toolboxes offer a huge range of tools and components for users to use to create customised geospatial web applications, users can add in and create their own new tools and components to be used in this process.

An example might be adding in API calls to other applications to be used as part of a geospatial application. Accordingly, VertiGIS Studio is hugely configurable in the base suite of components it offers. Moreover, it allows for even more customisation via giving users the ability to add and create new components to be used.



Services

1Spatial provide a full range of consultancy services for creating and customising VertiGIS Studio. Customers will benefit from years of successful implementations and expertise to provide the most effective and beautiful apps for your situation.

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 installation on the customer's private cloud environment. In both cases it must be noted that VertiGIS Studio is a service for designing geospatial web apps, and not the service that hosts those web apps itself. Esri ArcGIS Enterprise is the service which hosts those web apps. The precise deployment pattern of the underlying ArcGIS Enterprise system (and therefore load balancing) is at the discretion of the customer.

APIs

VertiGIS Studio has a complete suite of RESTful APIs for each of the component applications it has. Each application has distinct APIs based on its functionality. These APIs are consistent in style between applications.

These APIs allow developers to extend the service, integrating with other. One example would be by further creating a workflow step for your specific needs via calling both VertiGIS APIs and other APIs.

Another example would be using the API to call various VertiGIS functions from other non-VertiGIS applications. The API can be extended with custom commands for workflows that you have built, and as such is very flexible and powerful.



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 VertiGIS Studio, focused on authoring applications and extensibility and integration of the customer's 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

VertiGIS Studio is an extension to Esri ArcGIS Enterprise, which is a pre-requisite for creating apps using VertiGIS.

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

1Spatial consultancy services can also be purchased to advise and create applications to meet your specifications or requirements.



Trial Service

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



