

FME Platform

Service Definition

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2 About Miso

We make light work of heavy data.



The way that your organisation works is unique and evolving constantly, and at Miso, we think that data solutions should be too.

We're all about finding flexible, innovative ways to make working with data easier. Whether that's connecting systems, automating day-to-day processes or deploying machine learning; we work with your team to create something that lets you get the most out of the information you already have.

We've been working with FME for over 30 years and, as Safe Software Platinum Partners, we not only secure FME licenses but also offer comprehensive support to your team to maximise the value of the platform.

Our solutions have helped hundreds of local authorities, as well as many private organisations, to solve their data challenges.

3 Service Overview

FME (Feature Manipulation Engine) is the world's leading spatial data management and ETL (Extract, Transform, Load) tool. Whether your data challenges have to do with spatial data, data storage, or business intelligence, FME can help you solve them. Allowing you to spend more time using data, and less time fighting it.

FME Platform is the flexible way to automate the flow of data between nearly any combination of cloud and on-premises applications. It's unmatched in managing complex spatial data across platforms such as Google Maps, ArcGIS Online, CARTO, and numerous other formats, environments, and data repositories.

It's simple to use, begin by creating integration workflows using the intuitive drag-and-drop interface of FME Form (Private Cloud). Then run these workflows through FME Flow (Private Cloud) or FME Flow Hosted (Public Cloud) - operating continuously in real time, triggered by events, or at scheduled intervals.

4 Service Features

The FME Platform has built-in support for hundreds of formats and applications as well as transformation tools, allowing users to build and automate custom integration workflows without having to code.

FME can help with almost any data challenge, such as:

- **Migration and Integration:** FME transforms data from 100s of sources into usable, integrated information.
- **Data cleansing and enrichment:** Trust your data by making sure it's right and then enrich it to do more.
- **Enterprise automation:** Save time and resources by automating manual tasks.
- **Goes anywhere your data does**: FME connects and processes your data regardless of whether it's on premises or in the cloud.
- **Spatial data management:** FME is the best at handling complex spatial data.
- **Expansive data solutions:** FME can be tailored to the unique needs of your organisation.

5 Service Scope

The FME Platform comprises of 3 products:

FME Form (Private Cloud): Build data workflows using an intuitive drag-and-drop interface. This is available under a perpetual license or an annual subscription, supporting deployments on-premises, or on cloud-hosted instances.

FME Flow (Private Cloud): Automate your FME Form (Private Cloud) workflows through FME Flow (Private Cloud). They can operate continuously in real time, triggered by events, or at scheduled intervals. FME Flow (Private Cloud) can be procured under a perpetual licence agreement, or as part of an annual subscription service.

FME Flow Hosted (Public Cloud): FME Flow Hosted (Public Cloud) is a cloud-based service that hosts FME Flow (Private Cloud) on Safe Software's remote servers on Amazon Web Services (AWS), offering scalability and reduced infrastructure overhead for managing data integration workflows online. This can be procured as part of an annual subscription service or pay-as-you-go.

In addition to this, you can also take advantage of **FME Flow CPU Hours**, which are dynamic FME engines hosted by Safe Software that you can deploy by the hour when you need them. For example, with data processing activities that have variable demand or one-time big data lifts.

5.1 Service Benefits

FME simplifies data integration, offering scalability, customisation, and seamless movement between apps, databases, and formats.

- Easily deployed Complete Data Integration Solution.
- Scalable, cost effective and fully customisable COTS (commercial off-the-shelf) model.
- Extract, transform and load (ETL) processes have never been easier.
- Manipulate data as needed using any combination of FME's transformers.
- Easily moves data between apps, web, databases, and file formats.
- Provides data to who needs it, when and how needed.
- Global community; knowledge base, ideas exchange, demos, FAQ's, and forums.

5.2 Service Trial

Miso offers fixed trial periods for FME Form (Private Cloud) and FME Flow (Private Cloud), allowing you to assess these tools and deploy them on your preferred platforms. For more information, please contact info@misoportal.com

6 Contractual Details

6.1 Quality Standards

Miso and Safe Software will use reasonable commercial efforts to make the Service available except for:

(a) planned downtime for which we will endeavour to provide you with reasonable advance notice;

(b) unanticipated or unscheduled downtime of all or part of the Service, including system failure or other events beyond the reasonable control of Miso and/or Safe Software.

(c) you acknowledge that the FME Flow Hosted and FME Software is provided by a third party, Safe Software, and that we are a reseller of this service. Safe Software also relies on other third-party service providers including but not limited to Amazon.com I

As set out in cluse 7.4 of the Service Terms and Conditions document found on Digital Market place here: Service Terms and Conditions.

6.2 Technical Standards

Miso follows the principles and details of the Technology Code of Practice (TCoP). More detail of which can be found here: https://www.gov.uk/guidance/the-technology-code-of-practice

6.3 Service Level Agreement

6.3.1 FME Flow Hosted

Safe Software does not offer an explicit, financially backed Service Level Agreement (SLA) for the standard FME Flow Hosted (formerly FME Cloud) service. Because the underlying infrastructure is provided by AWS, uptime depends on AWS cloud redundancy, but there is no formal SLA guaranteeing a specific availability percentage or financial penalties for downtime

More detailed information is available here:

https://support.safe.com/hc/en-us/articles/29697409100045-FME-Flow-Hosted-Support-Policy

6.3.2 FME Licence Provision

New FME licence can be requested through the Support Portal. The target service level for licence issue is 2 working days.

6.3.3 Support

If Support has been selected, the service levels will follow the approach in the grid below:

Opening Hours

Although submission to the support portal is available 24/7, the team will be available to respond between 9:00am – 17:00pm, Monday to Friday (excluding Bank Holidays).

Response Times – Target

We will always aim to comply with the target times below:

Priority	Definition	Target Response Time (within working hours)	Target Progress updates to customer (within working hours):
P1	Problematic – Product failing on regular basis or problems occurring within specific functions or facilities	Within 4 hours	Every 8 hours (from receipt of relevant information)
P2	Non-critical - Occasional Product Failure or problems that can be worked around, with undue difficulty or disruptions to the customer business	Within 4 hours	Every 8 hours (from receipt of relevant information)
P3	Information – No disruption to the customers business	Within 8 Hours	Every 16 hours (from receipt of relevant information)

6.4 Onboarding and Offboarding

6.4.1 Onboarding

At the beginning of a new service contract a new customer account is created at both Miso and Safe Software. The customer is then contacted directly by the customer service team.

Details of any current software contracts are validated and new maintenance is provided.

If support has been ordered, new user accounts are created on the support portal and credentials are sent to the nominated users.

The customer's requirements for new FME services are then detailed and a specification created. Any new FME licences or services are then published and the licencing portals at both Miso and Safe are updated.

6.4.2 Offboarding

The Supplier will conduct a review session with the Buyer prior to contract expiration to clarify impacts on datasets and processes.

Upon termination of a FME services contract, customer details will be removed from the licencing and support portals.

Licences that had been acquired on a perpetual basis, for Form and Flow, continue to function but without security patches or updates.

Licences that were generated as part of a subscription will be affected. FME Flow remains accessible via browser but cannot execute jobs. FME Form displays a license-expired message and closes.

7 Additional FME Services

As Platinum Partners with Safe Software, Miso offers a wide variety of value-added services around FME all delivered by expert FME users.

The following services are available at an additional cost, please refer to the Pricing Document.

7.1 Online Software Support

Software doesn't always behave in the way that you'd expect, and this can cause problems when it's part of a larger production system. When things go wrong, you need to understand why it's happening and how it can be resolved. Our Support helps you to diagnose the issue and understand whether it's configuration or code.

If it's code, we'll escalate it to the vendor keeping you in the loop all the way. If it's configuration, we'll work with you to identify and fix the issue quickly.

7.2 Online Training

Broken down into easy to digest modules, our online training allows trainees to learn at a pace and time that works for them. They're designed to provide the trainee with skills that they can put into practice in their day-to-day roles. Each module has a central theme that combines trainer-led discussion with worked examples to show the how and why behind the software tools and processes.

Our module themes are:

- **FME Form (Private Cloud) Beginner Modules**: Ideal for people who are new to FME. Learn how to navigate the software, to create workflows, and best practice.
- **FME Form (Private Cloud) Advanced Modules**: These modules are ideal for those wishing to deepen their FME understanding. Learn how to manipulate and construct advanced self-service FME workflows.
- **FME Flow Hosted (Public Cloud) Modules**: Understand the capabilities of FME Flow (Private Cloud) and FME Flow Hosted (Public Cloud) in these advanced modules. Learn how to build self-service apps and use automations.

7.3 Consultancy

If you're facing challenges in efficiently managing and optimising your FME workflows or data projects, reaching out to Miso can give you the expert guidance

you need. Our consultancy services are tailored to offer support at every stage of your project lifecycle.

Whether you need initial advice, ongoing support, or expert input to refine your strategies, our consultants are here to ensure your project not only meets but exceeds your expectations.

7.4 Enabler Days

When undertaking a project, you don't always know how it will evolve. You might need to change timeframes, how many days support you need, or even the balance between training people up versus having the work delivered. Therefore, it makes sense to have a services contract that reflects this flexibility. This is what Enabler Days are, a completely flexible services contract that can be used in the way that best supports your changing needs.

You can use an Enabler Day for:

- **Discovery:** Got a problem that needs solving? Use Enabler Days to get additional FME technical support to work through or scope out solutions.
- **Workflow support and creation**: Get the experts at Miso to help you create complex workflows from scratch or develop existing ones.
- **Workspace handovers:** FME workflows can be complex so you may need a handover and supporting documentation to make sure your team fully understand.
- **Training credits:** Enablers Days can be converted to Training Credits so you can get your team up to speed with FME as required.

7.5 Services Subscription

Our Services Subscription is a yearly package of training, professional services days, and technical support wrapped up together. It's designed to get tier 1 and tier 2 local authorities started with FME Flow Hosted (Public Cloud), FME Form (Private Cloud) and FME Flow (Private Cloud) and support them in their use of FME.

Our Services Subscription includes:

- **Online Training:** Easily digestible FME modules, providing flexible learning for up to 6 named delegates. Learn at a pace, place, and time that suits you and your **team**.
- **Enabler Days:** A bank of service days tailored to your needs, giving 2 days' worth of expert time per quarter for you to use however you want.
- **Support:** FME had a technical hiccup? We'll collaborate with you to swiftly identify and resolve your issues. With 3 named users and 25 support tickets, you have a reliable safety net to keep your operations running smoothly

All of our consultants who deliver these activities are Certified FME trainers or experienced FME users.



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