



SERVICE DEFINITION

Mapcite PlugIns

Overview

Mapcite is a Location Intelligence software company specialising in helping individuals and organisations understand and exploit the spatial element of their data. Mapcite PlugIns are bringing this spatial understanding into your favourite BI tools.

Features

Mapcite PlugIns provide the following features:

- Designed for non-specialist users
- Connected to the data sources in your BI tool
- Visualisations including pins and heatmap
- Selectable map layers

Benefits

Using Mapcite PlugIns could provide the following benefits:

- An ability to explore your data spatially without specialist help
- A better understanding of your data from a spatial perspective
- Enabling more informed decision making

Technical Requirements

Mapcite PlugIns are delivered through your BI tool. They may be available from the BI Tools own store or downloadable from Mapcite. Please review our website to see which tools are currently available.

On-Boarding

Mapcite PlugIn software is designed for non-specialist users and does not require lengthy training. It is provided with a User Guide and short videos of how to use the product are available on the website. Additional training is available through the Technical Support services.

Mapcite PlugIns require data to be geocoded (i.e. have a latitude and longitude). Mapcite's Excel PlugIn can be used to geocode data if this is required.

Specialist Business and Technical Support

Additional business and technical support can be provided to assist with a range of requirements, including:

- Data renovation and geocoding
- Training and familiarisation
- Data creation

These are provided as services through the rate card pricing.



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Data Provision

Mapcite can supply additional datasets to augment your own data. This could include data from our partners, ranging from spatial data from Ordnance Survey and TomTom to spend data from Mastercard. We can also identify and reformat publicly available data to support your use cases, through our support services.

Placing an Order

You can make an enquiry or place an order by any of the following methods:

- Call us on 01604 981704
- Download the order form from our website (www.mapcite.com) and send to us at sales@mapcite.com
- Send an email to sales@mapcite.com and we will contact you

We will provide an invoice for all services ordered via email.

Pricing

PlugIns

Indicative Description	Price per Month	Price per Year
Single PlugIn Licence	£10	£75
5 Licences	£40	£400
20 Licences	£150	£1,500
100 Licences and above	£500	£5,000

Specialist Business and Technical Support

These are provided according to the following rate card.

	Strategy & Architecture	Data Renovation	Solution Development & Implementation
Follow		£300	£400
Assist		£400	£500
Apply		£500	£600
Enable	£700	£600	£700
Ensure/ Advise	£850	£750	£850
Initiate/ Influence	£1,000	£1,000	£1,000
Set Strategy/ Inspire	£1,200	£1,200	£1,200

Notes:

- Consultant's Working Day – 7.5 hours exclusive of travel and lunch.
- Working Week – Monday to Friday excluding public holidays.
- Office Hours – 09:00 – 17:30 Monday to Friday.
- Travel and Subsistence – Day rates exclude reasonable travel and subsistence charges, payable by the client.
- Mileage – Mileage is charged at Mapcite defined rates (within government guidelines).



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- Premium applied to rates for additional weekday hours: 33% Premium applied to rates for additional weekend hours: 50% Premium applied to rates for additional public holiday hours: 100%

The rates quoted above are for resources wholly provided by Mapcite. Rates for resources provided as part of an engagement involving third party providers will be quoted on a case-by-case basis.

Data Provision

Prices for data would be provided based on client requirements.

Support

Support is provided during UK office hours, Monday to Friday, excluding public holidays. Support requests should be sent by email to support@mapcite.com, detailing the problem and providing contact details. Support is provided on a fair usage basis.

Termination/Cancellation

Services are available on a month by month basis or at a reduced price for a one-year commitment. The services can be cancelled at any time but there would be no refund for early cancellation. Monthly orders are assumed to automatically extend, unless specified during the ordering process. Notices of termination or cancellation should be sent to orders@mapcite.com. Terminations and cancellations should be received before the commencement of the next period. For simplicity, billing periods are based on calendar months, so the initial period may be longer or shorter than a full month.