EarthConsole™ – Support Services

BASIC USER SUPPORT (FREE)

Support for basic requests. Additionally, documentation is made available on the EarthConsole™ website to show how to use the service covering common questions usually asked by users to understand and fully exploit G-BOX, P-PRO and I-APP.

EARTHCONSOLE™ G-BOX AND AD-HOC CUSTOMIZATION (PAID SERVICE)

- **G-BOX Customization**
  Installation and configuration of additional software not provided by default with the G-BOX, or ad hoc customization of the environment such as installation of a ftp server, web server, firewall configurations, etc., can be requested as a paid service. With paid assistance users can rely on the expertise of the support team. Under particular circumstances, users may obtain temporary administrator privileges to carry out the needed customisations autonomously under their responsibility. This option has no extra costs for the users (free service) but it is not recommended as the system is not guaranteed against system corruption and any subsequent intervention requested to the support team to fix or revert back the damaged environment will be accounted as a paid service.

- **Ad-hoc Customization**
  Ad hoc extra customizations are possible for EarthConsole™ services and are in general offered as paid services. Examples of ad hoc customisations are: special requests for processing results delivery in terms of time; ordering of products; packaging; formats different to what is already available in the integrated service (reprojection, metadata extraction, etc.); storing of processing results beyond the standard retention period; webinars of dedicated online/on-site training sessions organized for groups or individuals.

SUPPORT TO APPLICATION INTEGRATION (PAID SERVICE)

The **Application Integration service I-APP** makes available to EarthConsole™ users expert support to integrate an EO application in a selected cloud exploitation environment (e.g. EarthConsole™ P-PRO, etc.). It can enable algorithm owners to make available their application via selected EO exploitation platforms. The I-App service is provided to users that want to resort to EO Exploitation Platforms or parallel processing environments (e.g. P-PRO) but do not have enough resources (e.g. time, IT expertise, etc.) to integrate their application by themselves. The I-APP service can supplement such resources and at the same time provide a platform-independent service. I-APP main process steps are: to verify algorithm and related documentation provided by the user; to run the algorithm according to the provided working example; to adapt and optimise the algorithm to the target cloud platform; to run verification test; package and deliver the test results to the user for validation and confirmation; to complete the application integration; to provide the user with the agreed deliverables.

Users can submit a sponsorship request for these services via the NoR portal.

For any further clarification on what could be covered by the ad hoc customization, please do not hesitate to get in touch.

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