



## **Food Security TEP User Subscription**

The platform's satellite data processing services and publicly available Earth Observation product collections allow the downstream user community to access readily available information for their specific needs and for further analysis, both on the platform and locally. Processing services can either be run on-demand for specific use cases or deployed to systematically provide information for pre-defined time periods and areas of interest. Pre-installed application services (e.g. QGIS, ESA SNAP) then allow further analysis using graphical user interfaces. A multitude of sharing options leverages the exchange between users within easily self-defined user groups. Upon registration, new users are considered "guest" users with 1GB of personal storage.

The following subscriptions are available:

- Standard User Subscription: Entry-level subscription including 100 TEP coins and 20GB of private storage plus access to tutorials and moderated forums.
- Expert User Subscription: Includes 500 TEP coins, 100GB of storage, Enhanced Support and access to the Developer section.
- Premium User Subscription: Includes 1500 TEP coins, 300GB of storage, Premium Support and access to the Developer section.

Users with an activated subscription are eligible to Subscription Upgrades (see pricelist).



## **Food Security Algorithm Hosting Subscriptions**

Algorithm owners can request hosting of their algorithm on the Food Security TEP where to be processed data are readily available without need for download. Algorithms hosted on the Food Security TEP will be available as an operational 24/7 web service ("Algo-as-a-Service). A scalable and robust cloud environment allows a large number of users to access it in parallel. The Food Security TEP user interface does allow to run processing services in an automated way, so continuous delivery of data products without a constant need for user interactions is possible.

Algorithm Hosting Offers include direct support from the Food Security TEP operations team which is reachable via email and, during nominal working hours, via phone and instant messaging application. As the service offers include a limited amount of technical support, offers can be enhanced by Support Upgrades (see section I).

Users having access to the developer section by request or because they subscribed to an Expert or Premium User Subscription are able to develop and onboard their own algorithms



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## **Support to users**

### **Consultancy and technical support packages**

To support users in making decisions on how to best exploit the Food Security TEP Platform Services, the operations team provides consultancy on a number of topics including but not limited to: Choice of processing services and platform subscriptions, algorithm and dataset onboarding strategy, as well as business models for EO service providers in the field of agriculture and aquaculture.

Furthermore, for technical tasks related to e.g. manual onboarding of datasets and algorithms, optimizing a user's processing services or outlining complex processing workflows, our technical team provides support services on a daily or hourly basis.

More information and public pricelist included here: <https://foodsecurity-tep.net/service-pricing>

## **Training support**

### **Food Security TEP Webinar and Training packages**

The Food Security TEP team aims at regularly giving webinars for different user groups. Yet, if users are interested in receiving specific information or training on the exploitation of the Food Security TEP, we offer dedicated webinars aimed at three types of platform users. These webinars can be scheduled according to a user's needs and may be held as either closed sessions or public events.

We offer three different Webinars (1h) that include some time for Q&A focused on

- (a) General Platform Users
- (b) Code/Service Developers
- (c) Data/Service Providers.

Webinars may be extended with practical demonstration sessions. The core of our training offers are the contents also available as webinars, but enriched with dedicated practical hands-on sessions, longer time slots for Q&A and prepaid subscriptions for the training participants. Medium or Large Training packages can be customized to the respective audience and include hands-on training for code/service development on the Food Security TEP

- (On-site) Training Small (up to 12 students, max 3 hrs) Webinars (a) and (b) or (c) plus a demo of platform capabilities
- (On-site) Training Medium (up to 15 students, max 6 hrs) All relevant webinars plus one platform demonstration and one hands-on code deployment session
- (On-site) Training Large (up to 30 students, max 8 hrs on max 2 days) All relevant webinars plus separate/split hands-on sessions (platform capabilities & code deployment) including tailored examples and guidance for a specific type of application

Public pricelist and more information soon to be found here: <https://foodsecurity-tep.net/support-offer>

## **R&D Challenge support**

### **R&D Challenge / Hackathon packages**

Organizations or individuals interested to organize their own R&D Challenges or hackathons using the Food Security TEP are invited to procure one or more of our R&D Challenge support packages ranging from purely informational material up to a complete offer where Food Security TEP staff is taking over most of the logistical and practical tasks.

- Self-Service R&D Challenge purchase of packaged R&D Challenge material with no support provided
- Remote support to organizers for 1 hour of remote support provided to organizers to assist with logistics, running of event activities, etc.
- (On-site) R&D Challenge (up to 30 participants, 2.5 days duration) package, which includes all pre-event logistics and the running of event activities.

Public pricelist and more information soon to be found here: <https://foodsecurity-tep.net/support-offer>