

Introduction

The Geohazards Exploitation Platform aims to support the exploitation of satellite Earth Observations for geohazards with primary focus on mapping hazard prone land surfaces and monitoring terrain deformation. GEP provides data processing services and support for the community to integrate their own algorithms on the platform.

Overview

The Geohazards Exploitation Platform (GEP) supports the geohazards community with on-demand processing for specific user needs or systematic processing to address specific area-of-interest analysis. The GEP processing services include basic services providing full resolution imagery and change detection imagery for rapid online visualization and advanced services both for Optical & SAR data processing. The advanced services include Classic InSAR diachronic analysis, Advanced InSAR for Persistent Scatterers and Small Baseline time series, Digital surface model generation from satellite optical stereo images and Detection and measurement of horizontal ground motion from Optical imagery.

The GEP provides also a dedicated Cloud application integration environment with software tools, libraries and access to distributed Earth Observation data repositories powered by dedicated ICT resources and storage. Packaged algorithm can be deployed, operated and delivered as a service in the Geohazards Exploitation Platform

The GEP Processing Services have access to the 70+ Terabytes of ERS and ENVISAT archive data and the Copernicus Sentinel-1 available online. The optical data such as the Copernicus Sentinel-2 and Sentinel-3 and the third party missions SPOT, Pléiades and Landsat 8 complement the data resources.

The GEP offerings are divided in 7 products:

1. Data Processing Service
2. Support to Algorithm Integration
3. Operational Algorithm Hosting
4. Interactive Development Environment
5. Community Data Hosting for Exploitation
6. User Support Services
7. User Training

User Support Services

The **User Support Services** packs are targeted to all types of users of the Platform. They range from the support provided to the users in accessing the platform functions, in using Data Processing Services and the tools for interpretation of the generated results, up to the support for developers in the integration of their algorithms into the Cloud environment.

The support is provided through documentation (i.e. tutorials, forum, knowledge base) and a dedicated support team that is reachable via the Platform helpdesk instance, email or via specific hands-on training sessions.

User Support Services				
Scenario	Billing model	Pack name	What we offer	What it costs
user support	monthly subscription	Support Basic	Dedicated Support (*)	Free
	monthly subscription	Support Medium	Dedicated Support (*)	€300 Monthly fee
	monthly subscription	Support Plus	Dedicated Support (*)	€450 Monthly fee

(*)	Support Basic	Support Medium	Support Plus
General Support		24x7 access to documentation, knowledge base, and moderated forum	
Technical Support	24x7 access to - documentation, knowledge base, and moderated user forum	NWD and NWH access to support via - ticketing system - email Max. 10 issues per month	NWD and NWH access to support via - ticketing system - email Unlimited cases/contacts
Response Times	N/A	Issues < 2 NWD General Guidance < 2 NWD	Issues < 1 NWD General Guidance < 1 NWD
Resolution Times	N/A	< 5 NWD	< 2 NWD