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Subscriptions and Licenses

How long is a subscription?

All subscriptions are 12 months.

Cloud Service

Do I need a Cloud Services Subscription?

You will need a Cloud Service Subscription if you want to store your own data and configurations.

You do not need to purchase a Cloud Service Subscription if you have been given access to an instance of OpenGround owned by another company.

Contact your Bentley Account Manager or a Bentley Geotechnical Information Management team member to purchase a Cloud Services Subscription. Unfortunately, we are unable to sell a Cloud Services Subscription using our Virtuosity website.

What are the data storage limits for each i5 band?

An ExploratoryLocation is any item entered into the Location Details grid (i.e. a Trial Pit, CPT or Rotary Core hole). Each location is counted as a single item no matter how much data it has or how many attached documents are uploaded. The number of Exploratory Locations for each band are detailed below.

Band 1 – 50,000

Band 2 - 150,000

Band 3 – 450,000

Band 4 – 750,000

What happens if we need to move up a Band?

The purchase of a higher Cloud Services Band will be required if Locations exceed the criteria defined for the Cloud Services Band for two consecutive quarters.

The subscriber pays the difference between the two bands until renewal and will then be charged the higher band rate at renewal.

Can we remove project data from OpenGround?

OpenGround is designed to be an archive and give your staff access to historical data to help inform future Site Investigation designs (deleted data is not included in your Exploratory Location count).

You can export Locations as AGS or CSV data and then upload the exported file to the project if you need to archive locations in OpenGround. There is no charge for project entries or attached documents.

What Application license types are available for i5?

OpenGround i5 Applications are accessible via Virtuoso Subscription subscriptions or our Enterprise licencing options such as E365.

These are Named User licenses available from the [Virtuosity website](#)

Virtuoso Subscriptions

What is a Persona License?

A Persona License is assigned to an individual named user and allows them to use OpenGround's Connected Apps

OpenGround has a number of Connected Apps. To simplify the License management, we have grouped Apps together into bundles.

They are called these Persona Licenses as they represent the role of the person using the software.

Can a Persona license be shared?

A Persona license is locked to an assigned individual for a minimum of 30 days.

A License can be reassigned at any time during the day it was assigned or anytime after the locked period.

Do we need to purchase all Named User Licenses at the same time?

No. You can add to your Persona Licenses at any time via the Virtuosity website. Each License will be valid for a year from the date of purchase.

Can a Persona license be assigned to a shared email address?

No. A Persona License is assigned to an individual named user using their primary email address. Emails such as Admin@ OpenGround@ Geotech@ cannot be licenced.

What OpenGround i5 Apps are included in each Persona License?

The Apps included in each Persona License are shown below.

<p>Collaborator For use by data providers and clients</p>	<p>Included Apps: Web Portal</p>
<p>Collector For use by data entry staff</p>	<p>Included Apps: Data Collector Data Entry Launcher</p>
<p>Manager For use by staff responsible for managing, reporting and analysing data</p>	<p>Included Apps: Professional Excel Extension Admin Portal Template Studio Launcher keys</p>
<p>Integrator For use by design staff integrating data into CAD/BIM</p>	<p>Included Apps: Civil 3D Extension Launcher</p>

Can third party organizations access our OpenGround Instance?

Yes, as long as you have given them access to it. The third party will require an OpenGround Persona License if they do not already have one via their Bentley agreement.

Does my supply chain need an Persona License to upload data?

No. The user will require a Bentley account to log in and set up as a user in your OpenGround instance, but the upload options on the Web Portal do not require a License.

Access to upload data without a licence is through the [Collaboration Portal](#)

Will my Persona license allow access to OpenGround instances owned by another company?

Yes. A user can use their Persona License when accessing any OpenGround i3 or OpenGround i5 instances they've been granted access to.

Can one person have more than one persona License?

A user can have multiple persona Licenses. For example, if a user is the project manager and needs access to the data on the Web Portal they will need a Manager and Collaborator License assigned to them.

Concurrent Persona Licences (PPA)

What is a Concurrent Persona Licence?

A Concurrent Persona License allows any user to access the OpenGround's Connected Apps. The number of users able to access the licence at the same time is controlled by how many licences an organization owns.

Is a Concurrent Persona Licence available for i3?

No. Only OpenGround i5 has a concurrent licence option available.

Can I use more Concurrent Persona Licence than I own?

Yes. Concurrent Personas Licences include over-usage within fair use policy that allows you to use 20% more licences than you own without additional charge.

Data Regions

Where is my data stored?

Your OpenGround instance (and Data) can currently be deployed in the following Microsoft Azure regions:-

US East

UK South

Australia East

Do we need more than one data region?

How many Data Regions you require will depend on your clients' data residency policy and the connectivity between your users and the data region.

Clients may require that data is stored within a specific territory or data jurisdiction. For example, if some of your UK clients require data storage in the UK and some US clients require data storage in the US, you will need a Data Region active in both locations.

OpenGround has been designed to operate over the Internet via remote connections. However, as users get further away from the data regions, the time it takes for a message to get to the server and back (called latency) will increase. The degree of latency will depend on many factors and is difficult to estimate.

We can set up a demo login to any region if you are concerned by potential Latency issues.

Will OpenGround be available in additional Data Regions?

Yes. We are actively expanding the locations where OpenGround is deployed. Please contact us to discuss your requirements if you need data stored in a region not currently available.

What is the fair use policy on Document storage?

The OpenGround environment includes unlimited storage for documents that compliment or describe the data. If we detect that your organization saves more documents than we consider fair and normal, we'll contact you to discuss the situation. It's possible to expand your storage, and, if appropriate, we will only charge a maximum of the published and publicly available Microsoft Azure storage charge for the relevant storage solution plus 20%.

Security

Does OpenGround have a Security Policy I can share with my internal security team?

We take your data security very seriously, and we encourage discussions with internal security teams if they have any concerns.

The majority of questions your team will have are included in our Consensus Assessments Initiative Questionnaire that can be downloaded from the Cloud Security Alliance website:-

<https://cloudsecurityalliance.org/star/registry/bentley-systems/services/openground-cloud/>

Please contact us if there are any questions not covered in the above document.

Who has access to the data stored in our instance of OpenGround?

Access to your data and configuration is controlled by your internal Administrators, not Bentley staff.

All users, including Bentley staff, only have access to your data if you have granted them access.

Who owns the Data in OpenGround?

That is a discussion for you to have with your data suppliers or clients. Bentley does not own any client data stored in OpenGround.

How is the data backed up and restored?

OpenGround utilizes Azure disaster recovery technology enabling point-in-time database rollback. Individual projects can also be restored upon request.

OpenGround provides 35 day (Point-in-Time) backup retention and an additional full backup created on the first of the month, with three months retention.

Backups can be restored to the original location or to a temporary instance if the retrieval of specific projects or items is required.

What happens to my data if I discontinue my subscription?

Details of termination responsibilities are detailed in the 'Service Termination and Subscriber's Data' section of Service Level Agreement published on the Bentley website at

<https://www.bentley.com/en/legal>

Integration with other Apps

What platforms does the Data Collector work with?

The OpenGround Data Collector works with 64 bit Android Platform only. There are no versions available for Microsoft(Windows) or Apple(IOS) devices

Does OpenGround integrate with Microsoft Excel?

Yes. OpenGround i3 and OpenGround i5 both include the Excel Extension that allows you to dynamically query data from OpenGround within Microsoft Excel.

Does OpenGround integrate with Leapfrog Works?

OpenGround i5 can be connected to Leapfrog Works using the Import from OpenGround option in Leapfrog Works.

OpenGround i3 **cannot** be connected to Leapfrog Works.

More Information:-

Geotechnical Models with OpenGround and Leapfrog Works – Special Interest Group (SIG):-

<https://communities.bentley.com/products/geotechnical1/w/openground-wiki/53718/learning-events-on-openground-cloud>

Three Successful workflows to use when incorporating borehole data from OpenGround into Leapfrog Works – Lyceum Presentation:-

<https://www.seequent.com/three-successful-workflows-to-use-when-incorporating-borehole-data-from-openground-into-leapfrog-works/>

Does OpenGround integrate with PLAXIS?

OpenGround i5 borehole and lithology data can be imported to PLAXIS Designer using the Import from OpenGround option in PLAXIS Designer.

OpenGround i3 **cannot** be connected to PLAXIS.

Does OpenGround integrate with AutoCAD Civil 3D?

Licences for the AutoCAD Civil 3D® Extension allow you to dynamically query data from OpenGround within AutoCAD Civil 3D are available for OpenGround i5 instances.

AutoCAD Civil 3D® Extension Licences are not available for OpenGround i3.

More information:-

Getting started with OpenGround Civil 3D Extension learning path:

<https://learn.bentley.com/app/Public/ViewLearningPathDetails?lpld=115726>

Does OpenGround integrate with Microsoft Power BI?

OpenGround i5 can be connected to Power BI now using the Web API. We are working to release an OpenGround Power BI Connector to streamline integration.

OpenGround i3 **cannot** be connected to Power BI.

Does OpenGround integrate with ERSI / QGIS?

There currently no Connectors between OpenGround and ERSI or QGIS available from Bentley. A number of users have integrated OpenGround i5 with PostGIS or directly into third-party GIS solutions using the OpenGround Web API.

OpenGround i3 **does not have** an OpenGround Web API and so cannot be connected using the above methods.

More Information:-

<https://www.bentley.com/en/campaigns/geotechnical/cs-atkins>

OpenGround Web API

What are the API call limits per i5 band?

An API Call is a single request to the OpenGround Web API. The number of API calls per year is detailed below for each band

Band 1 – 250,000

Band 2 – 1,000,000

Band 3 – 3,000,000

Band 4 – 5,000,000

How do I get started with the OpenGround Web API?

Getting started resources are available via Bentley Communities:

<https://communities.bentley.com/products/geotechnical1/w/openground-wiki/53843/developer-resources>

<https://communities.bentley.com/products/geotechnical1/w/openground-wiki/53844/documentation>

When you are ready to start your integration, simply register for access to the Bentley Developer Network (free for non-commercial development), and we will provide you with an API Key, a Sandbox development environment and access to the latest OpenGround SDK's.

How do we apply to the Bentley Developer Network (BDN)?

Complete the form on <https://www.bentley.com/en/software-developers/bdn-inquiry-form> - the BDN is currently free to OpenGround users looking to develop integrations for internal applications.

Order Process

Can we get a trial of OpenGround?

Running a trial of an enterprise software solution can be a time consuming and expensive way to understand if the solution will work for your organization.

It is more productive to work with our technical team and extensive videos and on-demand learning content to dig deeper into the parts of the program you want to review further.

We can provide a whole series of in-depth knowledge videos from our online workshops, which will take you through the system's core functionality. In addition, we can arrange a technical demo and Q&A session if there are any outstanding questions from this material.

Please see the following links to our online videos:

Getting started with OpenGround:

<https://learn.bentley.com/app/Public/ViewLearningPathDetails?lpId=115700>

Working with OpenGround:

<https://learn.bentley.com/app/Public/ViewLearningPathDetails?lpId=115984>

OpenGround Data Collector:

<https://learn.bentley.com/app/Public/ViewLearningPathDetails?lpId=116171>

We can also provide you with access to our demo system and a demo project so you can experience the performance and check for any internal IT related problems.

How do we order OpenGround Cloud Services?

To place an order please send us a signed OpenGround Order form, completed configuration form, together with a Purchase Order if required by your internal accounts.

What is the process for setting up an OpenGround Instance?

Once we have your order we will initialize your OpenGround Cloud Instance, load your default configuration pack, set up your Administrator Users and send them Welcome Emails.

Each OpenGround Instance comes with 30 days of complimentary Persona Licenses so you can test the system and ensure our Internal IT requirements and Bentley Accounts are completed before purchasing Persona Licences.

Data Migration

Can I migrate data and templates from HoleBASE?

Yes.

If you supply us a backup of your HoleBASE databases they will be the starting point for your OpenGround Cloud Instance. All projects, users and configurations will be migrated as part of this process. Follow the [instructions on our Communities page](#) for backing up and supplying all 4 HoleBASE databases.

If you have more than one HoleBASE database, containing unique projects, these can be combined. There may be an additional charge for this service.

HoleBASE migration is a one-time complimentary service that must occur with the initialization of your Cloud Instance and cannot be merged with an existing cloud database.

How do I know how many Locations I have in HoleBASE

You can follow the [instructions on our communities page](#) to find out how many locations are currently in HoleBASE if you have access to SQL Management Studio,.

Can I migrate data from gINT?

Yes.

gINT project files (*.gpj) files can be imported into OpenGround using an OpenGround import mapping file..

Example mapping files are available to download, and our services team are available to assist with new mapping files. There may be an additional charge for this service.

More information for creating and editing mapping files.

<https://communities.bentley.com/products/geotechnical1/w/openground-wiki/54367/import-mapping>

Can I migrate templates from gINT?

Unfortunately, this is not possible as templates are constructed very differently in OpenGround and gINT.

There are a number of report template layouts that can be imported into OpenGround and modified. The depth part of a log is filled with columns (called strips). Select the strips you want to include from our component library, import them and add them to your logs.

If you want specific strips then you can create them in Template Studio or our services team can create them and upload them to the component library for general use.

Component Center

<https://connect-componentscenterportal.bentley.com/brands/3b1e2089-0241-498a-9ea8-1566f5d13f66/components?cl=e3c55a12-e0fa-4010-a6e4-68188ce62a0e%7C%7COpenGround%20Cloud>

Can I import our project list

Yes. Historical project lists can be imported into OpenGround using a simple CSV format.

Can I import historical reports and logs in PDF format?

Yes. Attached documents can be bulk imported into OpenGround using a simple CSV format and folder structure.

This can be used to import reports to a Project, borehole logs to a Location, Core photographs to Core records, or indeed any document to any record within any project.