semantiro

FREQUENTLY ASKED QUESTIONS

Semantiro^{TM} – Frequently Asked Questions

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Introduction To Semantiro And Components

What are the components of Semantiro?

Semantiro is a Semantic Computing Platform which contains a set of suites:

- Ontocuro is the Ontology Management Suite which contains the Pruner, Library and Validator.
- Datacuro is the Data Management Suite which contains the Processor used for semantically enriching data. Datacuro also contains the TripleStore that is a purpose-built database for the storage and retrieval of triples – a specialist building block within Semantic Computing.

Can Semantiro utilise structured, semi structured and unstructured data?

The Semantiro platform works with most common formats of data. It has been optimised for structured data, and we are working on enhancements to utilise NLP for unstructured data.

Do you have a platform to make it easy to connect other components? e.g. An ontology Editor, A Triple Store, an NLP or Machine Learning capability etc.

The Semantiro Platform has been designed around a modular format following W3C standards, which allows for information exchange with other tools built to W3C standards.

What other Suites are in the Semantiro Platform?

The Semantiro Platform contains a number of other suites including the Administration Suite, Application Suite, Utility Suite and the Security Suite.

- Administration Suite is a suite of administration components used to manage the platform, including control parameters, backups and optimisation
- Application Suite is a suite of components to browse an ontology and generate a basic application therefrom, which includes screens and programs
- Utility Suite is a suite of standalone utility components to aid users in their use of the platform
- Security Suite is a suite of security related components to manage users and their access and permissions on the platform

Questions On The Different Licence Offerings

Can I get a free trial version of your software? If so, how long does a trial last?

Yes, a 30 day free trial version is available on the cloud. Users will be required to complete a registration form on the Semantic Software website in order to receive their free trial logon credentials

What level of support can I expect during the trial?

We provide a number of documents, a [Semantiro Registration Guide](), this FAQ and a [Semantiro User Guide](). Support can also be obtained by sending an email to [support@semantiro.com]()

What are there different types of licences?

There are four standard licences available:

- Free Trial (30 day no-obligation trial account)
- Public Cloud (multi-tenant environment hosted on the cloud)
- Private Cloud (private infrastructure managed by us, to host your own instance on the cloud)
- On Premise (install on your own infrastructure which is managed by you)

For the paid licences, there are various packages to enable customers to tailor their subscription (and costs) to the components they require

Is the licence a one-time fee payment? Does the licence expire?

The licences follow a subscription model, requiring annual or monthly payment

Questions On The Support, Upgrade And Maintenance

What level of support is provided with a licenced version of the software?

Support is provided during Sydney business hours by sending an email to [support@semantiro.com]()

Is there a limit to the support provided?

There is no limit to the amount of support provided, simply send an email and you will receive a response within 1 business day.

Does the licence include upgrades and ongoing maintenance?

The licence will include any upgrades and maintenance to the software.

How would I be notified of any upgrade?

For Public Cloud, the upgrades will happen automatically, and notifications will be provided to users. For Private Cloud and On Premise, the account holder will be notified by email and arrangements will be made to apply the upgrade. After that, users will be notified via the local system administrator.

Can I install a trial version on an in house server?

No, trial versions are only available on the cloud.

Do you provide training courses for your software and for semantic technology?

Training is available through our [Semantic Academy](#) and detail of content and timing can be can be found on our website and from a link in our Semantiro platform or by sending an email to academy@semanticsoftware.com.au

Is there a User Group that I can join and communicate with?

At this point there is no User Group, but as the user community grows we expect to facilitate the formation of such a group.

Can work done using the trial version be migrated to a paid licenced version or would I have to redo that work?

As part of the migration from a trial to a paid version, any work done using the trial version can be migrated to the paid licence version by request. This migration will need to be carried out by Semantic Software staff.

What user documentation is available?

A [Ontocuro Quick Start Guide](#), [Datacuro Quick Start Guide](#), this FAQ and a [Semantiro User Guide](#) are available and can be accessed from within the software or from the Semantic Software website.

Questions On Implementation Options & Data Security

How do I choose between SaaS (cloud based) and On-Premise?

This tends to be a corporate decision and often depends on data security concerns. That is, the corporation not allowing sensitive data to be moved off-site.

Can I put the software on my private cloud?

Software on a customer's private cloud would be treated the same way as an On Premise licence.

Can I customise the software? Is the source available to users?

The software cannot be customised by users. The source is not available to the users.

Who owns my data?

All data in the system always belongs to the user.

Is my data safe? What level of security is provided for cloud based installations?

Semantiro production infrastructure is hosted in Australian AWS data centres that have been certified as ISO 27001. This means they can provide any level of security required within that certification.

All customer data transmitted to and from Semantiro is encrypted using secure socket layer technology.

All file systems that store customer data are encrypted. Semantiro supports Role-Based Access Control.

Are there any limitations in relation to network, browser or operating systems?

The only limitation we have found is with Internet Explorer 11 under Windows10. Higher network bandwidth will provide a better user experience when dealing with large ontologies or data

Are there any limitations relating to the amount of data that can be processed?

We do not set pre-defined storage or processing limits, however we do monitor usage to identify disproportionate consumption of system resources.

Can I use my own triple store / database?

We support a number of triple stores for on premise solutions, so please talk to us about your requirements.

If you have any further questions, please send an email to support@semantiro.com

Disclaimer

The information provided in this FAQ is accurate (or was accurate at the time we posted the respective FAQ on the Web and in the application), but we cannot be held liable for any inconvenience caused by following these instructions or using this information.

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