



CMSi Cloud Software

Service Definition

September 2026

Commercial in confidence

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Introduction

Conservation Management System (CMSi) is developed, delivered and supported by Idox Software Ltd (Idox).

Service Description - Core CMSi

Conservation Management System (CMSi) is a comprehensive action-oriented application and GIS solution for the management of all types of conservation and biodiversity programmes.

Originally developed through a non-profit consortium of land management and conservation organisations, CMSi has become the “go to” software supported approach to the adaptive management of land that has conservation and amenity value.

CMSi is particularly valuable for land management of terrestrial and marine sites with important ecology, habitats, species, geology or heritage. It is a powerful “map centric” application suite used for managing Special Areas of Conservation (SACs), Special Protection Areas (SPAs), RAMSAR sites, National Nature Reserves (NNRs), Sites of Special Scientific Interest (SSSIs), European Marine Sites (EMS), Marine Conservation Zones (MCZs) and other nationally and locally designated sites. It can also be used for landscape scale planning, with linkages between sites and landscapes. CMSi is fully compatible with the ecosystem services approach.

Developed over many years with help from a consortium of conservation organisations, the current version harnesses the latest mapping and database technology to create a highly functional and easy to use software tool that can be installed locally or used via Software as a Service.

The solution provides the following key features:

- CMSi helps you to prepare and maintain management plans, to implement your management plans and to monitor and review your management. In fact, it integrates all these aspects to create a single, dynamic site management system that works for a single site or across multiple sites and landscapes.
- CMSi ensures that site management is well planned, evidence-based, objective and rational.
- CMSi can automate your routine tasks and casework such as creating work programs, budget forecasting and conservation status reporting. This includes monitoring of site-based conservation objectives for protected land and other areas.
- The assets module in CMSi allows you to manage the assets related to your site and integrate this with your management plan. This includes scheduling and recording of asset and health and safety inspections.
- CMSi includes a full contact data management system, allowing relevant stakeholders, tenants and landowners to be recorded.
- CMSi brings all your important site information together into an accessible, one-stop shop that survives organisational and staff changes and provides an audit trail for decisions made and work done.
- CMSi enables best practice to be easily shared within and between organisations.

- CMSi allows conservation statuses to be linked to sites, units and/or compartments, allowing maximum flexibility when monitoring.
- CMSi offers flexible and instant reporting functionality, including graphs, maps and photos. Customers can also use SQL Server Reporting Services or Power BI to generate reports directly from the data.
- CMSi offers comprehensive in-built mapping functionality and tools, allowing Geographical Information (GI) to be stored in the database and worked on and displayed through the CMSi mapping UI. This includes vector data, such as polygons representing site and compartment boundaries, and raster data, such as aerial photography. These data can be in virtually any GIS format.
- CMSi also has spatial querying functionality allowing, for example, the SSSIs overlapping and underpinning a SAC to be queried and interrogated.
- CMSi has the capability to import and export data in CSV and XML formats, allowing integration with other systems.
- CMSi includes full financial planning functionality, with a history of allocation changes for auditing purposes.
- Customer can achieve deep automated integrations with 3rd party finance and contact management systems by using automated XML exports or the CMSi API.
- CMSi allows full control over who can view and edit data through role-based access control.
- CMSi includes a web interface for validated external web users that allows for remote work recording.
- CMSi has a fully documented API that allows information in the CMSi database to be made accessible to stakeholders, partners and the public. This includes the capability to publish to external web pages and other systems.
- CMSi meets accessibility standards.

Support and training for CMSi is provided by experienced staff with both technical and conservation knowledge.

Associated Services

Optional CMSi Modules

The core CMSi system is a comprehensive solution and for many organisations will be the only software application required for planning and managing any land areas. It is also possible to enhance the systems capability with additional, deeply integrated modules:

- **CMSi Property & Agreements Module** – allows you to:
 - Map and record detailed information on all property holdings.
 - Manage legal processes, documents and transactions relating to property and asset ownership, tenancy and rental.
 - Manage all agreements, permits, wayleaves and easements related to your sites.
 - List all rights affecting your sites along with details of who holds them, what the restrictions are, etc.
 - Map and manage any buildings and assets on your sites.

- Manage grants and subsidies you have received and link the funding to work you have undertaken.
- **Species and Habitat Recording module** – A very comprehensive suite of tools users to be able to record, import, store and display species observations and vegetation records and maps:
 - Records and imports species observations.
 - Imports and displays vegetation maps.
 - Configurable interface to reflect users preferred approach to biodiversity recording and monitoring.
 - Submitted data automatically validated using customisable rules.
 - Record against grid referenced locations, sites or any other spatial feature in the CMSi database.
 - Flexible species dictionary structure that can act as a simple species list or reflect relationships between taxa.
 - Comprehensive reporting including distribution and density maps.
- **Survey and Monitoring Module** – A suite of tools to allow enhanced management of the results of field data collection.
- **CMSi Survey App** - An optional mobile app tightly coupled with the Survey and Monitoring module. This app enables field staff to carry out surveys designed by the site management team and pushed out through the app download to individual users. The app is map-centric with off-line capability for operation.
- **LibraryLink** - Organises all your electronic documentation, reports, photos etc. and allows you to link them directly to the relevant records in your management system, making ALL site and project information directly accessible from CMSi – a real 'one-stop shop'.
- **MapLink** - CMSi includes its own mapping interfaces but MapLink facilitates additional integration and compatibility with ArcGIS, MapInfo and QGIS. It also allows for spatial data export.

Multi-factor Authentication

For an additional level of security, you can opt to have multi-factor authentication enabled for some or all users. This is implemented using DUO multi-factor authentication system, or equivalent.

GIS options

CMSi MapLink module achieves seamless integration with Precisely MapInfo, ESRI ArcGIS or QGIS. Customers can provide their own licences for MapInfo and ArcGIS or we can arrange licensing.

Hosted LibraryLink Server

Hosted LibraryLink v5 offers a range of server capacity configurations to suit the size of your digital collections.

Value Proposition

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone.

Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice. Through the automation of tasks, simplification of complex operations and more effective management of information, we can help you to harness the power of digital, so you can do more.

Managed Services and Security

Data Protection Standards and Procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting Infrastructure

Our Cloud Software packages are available hosted on our cloud servers or Microsoft Azure. Hosting on our servers is an affordable, scalable option that is suitable for most of our clients. Azure hosting is used by some of our UK government customers.

Our software licence costs, call-off support, application management and map data service options are independent of the type of hosting.

Our servers are located in Virtus, London and are accredited as follows:

- BREEAM Good
- ISO 9001:2008 – Quality Management
- ISO 14001:2004 – Environmental Management
- ISO 27001:2013 – Information Security Management
- ISO 50001:2011 – Energy Management.

The Azure servers used are located in the European Union and are ISO/IEC 27001:2013 Information Security Management accredited. Microsoft Azure is G-Cloud and Cyber Essentials PLUS accredited.

The Azure and Idox hosted options are suitable for OFFICIAL information according to the Government Security Classification scheme. This includes appropriate physical protection of at rest data, the use of commercially available security software and SSL encrypted data in transit.

When your applications run on our servers or Azure, they can be used from any location of your choice. Services hosted on Idox servers and Azure are secured with current security standards to ensure that only you can connect and see your data. We can have you fully operational within days of placing an order.

Alternatively, you can purchase Azure hosting direct using the Microsoft G-Cloud service and the relevant CMSi software licences and support from Idox. Under this scenario we would not provide the hosting, but the service received from us would be otherwise identical.

Our recommended solution if using Idox hosting is to use one of our “VPS” (virtual private server) packages, giving you and your applications a dedicated application server. For small-scale scenarios we can also host your application on a shared server. Our servers are all “managed”, that is we keep the server up to date with security updates and patches and

monitor performance and availability. All packages can make use of our shared or dedicated SQL Server database servers.

Start-up

The start-up phase includes setting up the server, configuring licensing, firewalls, anti-virus, connectivity to database server and internet, backups, and ensuring you can connect successfully. Pricing depends upon whether you use Idox or Azure hosting - please contact us to discuss your detailed requirements. A typical start-up would take one to five days, depending on complexity and numbers of users. See our pricing document for details of cost.

Application Server Options

We offer various Idox Virtual Machine options, with additional options for storage, users, administration and off-site backups. We run your applications on 64-bit servers running Windows Server operating system.

The pricing document gives more information about options; there are several options to choose from, designed to give you precisely the power and space you need for the right price. If you would like to discuss your options or place an order for application hosting, please contact us.

The Azure specifications and options are available from Microsoft.

Database Server

For Idox hosting you are likely to want to make use of our shared SQL Server database servers. Pricing depends on the total database server space required per annum basis. Off-site backups, with 30 days retention of the daily backup and 30 weeks retention of a weekly backup (simple recovery model) are included within all database server orders.

On Azure we use a Virtual Machine to run SQL Server which is dedicated to your application. As a result, this suits larger installations where an implementation specific SQL Server database can be justified. The actual cost of running SQL Server in Azure is charged on a per hour of use basis.

Data Back-Up and Restoration

Backups for your Idox hosted databases are included in database server orders, but beyond this you will also want security for your application files plus any images, documents and other files stored on your server.

We offer two levels of backup to protect against accidental loss or corruption. Firstly, and for no extra charge, we backup images of the servers on-site on a regular basis for disaster recovery. Secondly, we offer 'off-site' nightly backups, which involve copying files to a third-party cloud-based backup service, with 10 days retention of the daily backup as standard. This 'off-site' backup provides the facility for you to recover accidentally changed or deleted files, and recovery from disasters that affect all other on-site measures. Optionally we can extend this backup to retain 10 weeks retention of a weekly backup.

Azure provides a built-in level of protection because of the redundancy it offers. The underlying virtual hard disks (.vhd files) used by the virtual machines are kept in Blob storage in an Azure storage account. Without additional configuration, data is protected by locally redundant storage, which maintains multiple replicas of data within a single region. Higher levels of resilience can also be achieved if required by using geo-replication and machine clustering.

Azure provides many options for levels of backup and resilience so it's simply a case of discussing what you consider appropriate, as higher resilience has a cost. However, as we are simply passing on the Azure charge at cost you are free to adjust this as you wish. Databases are backed up onto another separate cloud provider overnight – along with any other critical files. This 'off-site' backup provides the facility for you to recover a version of the database daily for the last 30 days and weekly for the last 30 weeks. Databases are backed up using SQL Servers' 'simple backup recovery' model.

Recovery from hardware or system faults is carried out at our cost on a best endeavours basis; recovery of files at your request (e.g. accidental data loss) would be carried out under call-off support time (see 'Call-off support options' section later in this document).

Business Continuity Statement / Plan

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Privacy by Design

The solution security is designed to be in-line or above the standards recommended by the National Cyber Security Centre policies for the type of data held.

All devices in all locations access the system via HTTPS across the internet using a current mainstream browser. Data is encrypted in transit using TLS 1.3 encryption where possible with a fallback to TLS 1.2 where TLS 1.3 is not supported. Data is encrypted at rest with AES-256GCM.

Users are authenticated via username and password, and two factor authentication if required.

The devices used by end users to access the solution are the responsibility of you who can ensure that users can limit access from unmanaged or unknown devices by restricting access to users on your network (or through a VPN if away from your network). However please note that Idox do not supply end user hardware.

It is also worth noting that user permissions can be set up so that users can only view areas of the system based on their role. There is a comprehensive Administration section, which enables System Administrators / managers to configure security classification to users and user groups relating to all modules of the solution.

We use enterprise grade network software and hardware to create layered protection of infrastructure and data.

Several layers of monitoring are in place to detect access attempts and attacks into the environment. These include the automated application functional monitors, network intrusion detection/prevention (NIDS/NIPS) and unauthorised changes detected via configuration management.

Accessing the Service

Ordering and Invoicing

Please contact us in the first instance to discuss your requirements. We will then be able to advise you on the most appropriate options to meet your requirements. Orders are generally secured upon receipt of a purchase order.

Invoices are issued on a schedule to be defined and agreed with the customer. Our standard payment terms are 30 days from the date of the invoice.

Pricing Overview

Please see our pricing document.

On-Boarding

On-boarding arrangements are agreed as appropriate with each customer and are documented in a project implementation document. Typically including:

- Roles and responsibilities
- Communication channels and protocols
- Contract Management
- Project Management
- Timetable
- Business process analysis
- System integration
- System configuration
- Data migration report and implementation
- Training
- Support management/help

On-boarding and off-boarding data formats are agreed with each customer.

Data Migration

For an additional cost, we can assist by importing your existing data into CMSi. To assess the time required we can undertake a pre-migration data check and report. We will then agree a detailed implementation plan with you and supply a full migration report.

Training

Training is available at our offices in mid-Wales or at customer offices. Training courses include Foundation and System Administrator training. Bespoke training can also be provided.

At our offices we provide a well-appointed training suite in a pleasant rural setting within the Brecon Beacons National Park. Our courses include:

- Tea & coffee refreshments throughout the day*
- A fast, modern PC per delegate*
- Air conditioning*
- Free parking*
- Disabled access if required*
- Training manual
- Free post-course support
- Small groups - 6 max.

*For courses in our training suite.

Service Management

Service management is undertaken by Idox.

Call-off Support Options

Standard technical support is by phone/email, but when you use our SaaS and/or hosting services you can ask us for more direct assistance drawing on call-off support time. This can include online training, resolving data problems, retrieving files from backups, advanced configuration, customisation of CMSi to meet your precise requirements, in fact anything you need.

Call-off support can be drawn down whenever required (during office hours). We strongly recommend at least one day of call-off time per year, and existing customers always tell us they benefit from having more.

Unused call-off time in any annual period may be carried forward for up to three months at Idox's discretion and subject to purchase of equivalent call-off time in the subsequent period.

Application Management Option

Your applications will require upgrades and patches from time to time. You are likely to be entitled to these patches and upgrades under your SaaS or Maintenance and Technical Support contract, but there is still work to be done to install and configure these patches. We can do this under call-off time, or we can add the application management option to your contract, under which we will apply any available upgrades and patches for up to five applications on your server (for example CMSi, LibraryLink, MapLink, ArcGIS and Office). Upgrades will be applied and scheduled in discussion with you.

Software Maintenance and Technical Support (MATS)

The Contact

Idox will provide MATS to your single designated individual. Your individual must have received training from Idox to at least System Administrator level or be able to demonstrate an equivalent level of expertise. When the Contact is not available for an extended period, Support will be provided to other users on a limited basis. It may benefit customers to have more than one user trained to System Administrator level.

Support

Support constitutes technical assistance in solving any problems encountered by users in operating or configuring the supplied software. Support is provided for the most recent software release and for the previous version. Subject to 'fair use' Support is unlimited unless otherwise stated below.

Availability

Support will be available via the Idox Service Desk during normal office hours (09:00 to 17:00 hours Monday to Friday) excluding public holidays and 27th-31st December. All calls are taken by Technical Support Staff who can resolve a wide range of issues immediately across most of the Idox product range, and so our initial response and assessment will normally be immediate (or within 24 hours for email). For most Support calls, the problem can be resolved at this stage. Where a Support issue cannot be resolved immediately, it will be referred to Product Consultants and/or the Development Team; you will be informed of the reason and of the likely timescale to achieve a solution.

If you are not satisfied with the response to a Support call, the matter will be escalated to line management as appropriate.

Maintenance

Maintenance constitutes the provision of current version upgrades and patches, and also covers part of the cost (typically 70%) of major new releases. Major releases (signified by a new version number) will incur a variable additional charge that is dependent on the increase in functionality. All upgrades or software patches will be implemented by Idox on the relevant server.

Service Levels

The server facilities and software as agreed will be made available to you for the duration of the contract. The maintenance responsibility for the server and software is specific to individual contracts.

Where Idox bears responsibility for maintenance, we will maintain the software with the latest service pack, patches and upgrades. We will not be responsible for application failures arising from updates to the operating system or to other third-party software which is maintained under the contract. (This responsibility may rest with us where you have a current 'maintenance and technical support' contract for the software).

We will use all reasonable endeavours to maintain the services uninterrupted 24 hours a day, 365 days a year. We cannot warrant that the services will be 100% uninterrupted, although availability (other than for scheduled maintenance) is anticipated to be better than 99.9%.

We shall have no liability for any delay or default in performance of any obligation caused directly or indirectly by breakdown or unavailability of computer hardware, software or parts thereof, telecoms connections or power supply or any other cause or causes beyond our reasonable control. We shall bear responsibility for delay or default in performance of any obligation where such has resulted from error or omission on our part.

On notification or detection of a system failure, we will start investigation and resolution processes within 2 hours if the notification is received within normal business hours (being 09:00 to 17:00, every day other than a Saturday, Sunday or public holiday). Outside of these times investigation and resolution processes will commence at the start of the next working day.

Any necessary downtime to replace components will be scheduled by agreement with you. Where an interruption to the services is the result of action taken by you, we reserve the right to charge at the current standard hourly rate until the work required for the restoration of normal services is completed. You will be advised in advance of other non-availability periods, except in emergency situations that necessitate immediate withdrawal of system availability.

Hosted Microsoft products are subject to the relevant Microsoft licensing terms.

Service Credits

We do not agree to service credit agreements as part of our standard package however specific requirements can be discussed.

Outage and Maintenance Management

We will use best commercial endeavours to maintain the Services uninterrupted 24 hours a day, 365 days a year.

Notwithstanding the Service Levels that we commit to, we cannot warrant that the Services will be 100% uninterrupted, although availability (other than for Scheduled Maintenance) is guaranteed to be better than 99.9% over the contract period.

We guarantee that when not undergoing Scheduled Maintenance, the network infrastructure is available 100% of the time (network infrastructure is defined as the portion of the network extending from the outbound port on our cabinet switch to the outbound port on the data centre border router, including routers, switches and cabling).

For the purposes of this, "Scheduled Maintenance" means any planned maintenance carried out with at least three days' written notice (save in case of urgent maintenance work for which we shall provide notice as soon as possible). In addition, operating system security patches will be applied outside of typical normal business hours. Occasionally this may require a reboot.

Repair or replacement of any hardware will be completed at zero cost to you.

We shall have no liability for any delay or default in performance of any obligation caused directly or indirectly by breakdown or unavailability of your computer hardware, software or parts thereof, telecoms connections or power supply or any other cause or causes beyond our reasonable control.

We shall bear responsibility for delay or default in performance of any obligation where such has resulted from error or omission on our part or on the part of our subcontractors.

Any necessary downtime to replace components will be scheduled by agreement with you. If any components need to be replaced which will result in downtime, we will provide you with an estimate of the likely downtime, use reasonable endeavours to keep disruption to your business to a minimum and will (except in the case of emergency) carry out the work outside of normal business hours.

On notification or detection of a system failure we will start investigation and resolution processes within 2 hours if the notification is received within normal business hours (being 09:00 – 17:30, every day other than a Saturday, Sunday or public holiday). Outside of these times investigation and resolution processes will commence at the start of the next working day. On being notified of any issue, we will endeavour to resolve the issue in accordance with the table below:

Error Priority	Definition	Target Resolution Time (elapsed time*)
High	Total system failure. Examples: Failure of one or more servers preventing the operation of the whole system. All users are unable to access the system; or A major software module or component is not available for use; or A customer facing service e.g. Public Access is fully inoperable.	Within 8 working hours of request being logged.
Medium	An important or critical component of the system has failed causing partial failure of the system. Examples: The system is operating but no documents can be produced; or A repeated system crash is occurring with a resulting degradation in performance.	Within 18 working hours of request being logged.
Low	An isolated issue which does not fall into the categories listed above. Examples: One workstation is malfunctioning but all others are operating normally; or A minor cosmetic issue relating to the software or a non-critical bug to which a workaround can be provided	Within 45 working hours of request being logged. The proposed resolution may involve a temporary workaround until the problem can be fully resolved. The resolution of minor requests and bugs may be implemented in a future release, in which case the customer will be advised and the request closed.
Enquiry	Request for advice or clarification	Within 180 working hours of request being logged unless it is clear from the nature of the request, or by request of the customer that a more timely response is required, in which case a shorter timescale may be mutually agreed.

*Elapsed time is calculated for the duration of the request where it is with Idox Service Desk for action and does not include periods of time when the request is with the Customer to

action/respond.

You will be advised in advance of other non-availability periods except in emergency situations, which necessitate immediate withdrawal of system availability.

Where an interruption to the Services is the result of action taken by you, we reserve the right to charge at the current standard hourly rate until the work required for the restoration of normal services is completed. Before undertaking any such work, we shall promptly provide you with a cost estimate for undertaking any such restoration work.

Off-Boarding

Off-boarding arrangements cover timetabling, data transfer formats, transfer mechanism, confirmation of data receipt and of copies and closing of service. We commit to returning all consumer generated data (e.g. content, metadata, structure, configuration etc.).

There is no penalty or charge for off-boarding, although standard fees may be charged if any consultancy or support work is requested.

Off-boarding can normally be achieved within 8 weeks of notification.

Termination process

Either party may terminate the contract at any time by giving one month's written notice to the other, where the other party meets the following criteria:

- Commits any breach of the Terms and Conditions and if capable of remedy, fails to remedy the breach within 30 days after being required by written notice to do so.
- Goes into administration, administrative receivership, receivership, voluntary arrangement or liquidation.
- In the case of an individual or firm becomes bankrupt, makes a voluntary arrangement with his or its creditors or has a receiver or administrator appointed.

If we terminate the contract for reasons other than contractual default of you, then our costs of termination fall to us. If you terminate the contract or if we terminate the contract resulting from a customer default, then the costs of off-boarding will be charged to customer according to the rates in our pricing document.

Please see our Terms and Conditions for more detail.

Customer Responsibilities

You will be responsible for ensuring that the correct level of service has been selected. While we can provide advice you must decide what is right for your needs.

Technical Requirements

Client-Side Requirements

You must be able to run Microsoft's remote desktop client (which is included with Microsoft Windows) and/or a modern web browser, depending on the application/module.

Account Management and Ongoing Development

After Sales Account Management

Annual Service Visits are available for CMSi customers and are strongly recommended. They provide an opportunity to undertake a range of agreed work, including:

- Provide informal ad hoc training.
- Discuss business processes.
- Help set up user permissions.
- Data health checks and cleaning.
- User interface customisation.
- Data imports.
- Report creation and customisation.
- Resolve any issues.
- Explore future developments.

Development Lifecycle of the Solution

A proportion of payments for CMSi, received from customers, are used to fund development and improvement of the product family. CMSi development is driven by its community of users through an active User Group.

We aim to hold two user group meetings per year where new features are presented, and potential improvements are discussed with a view to understanding future development priorities.

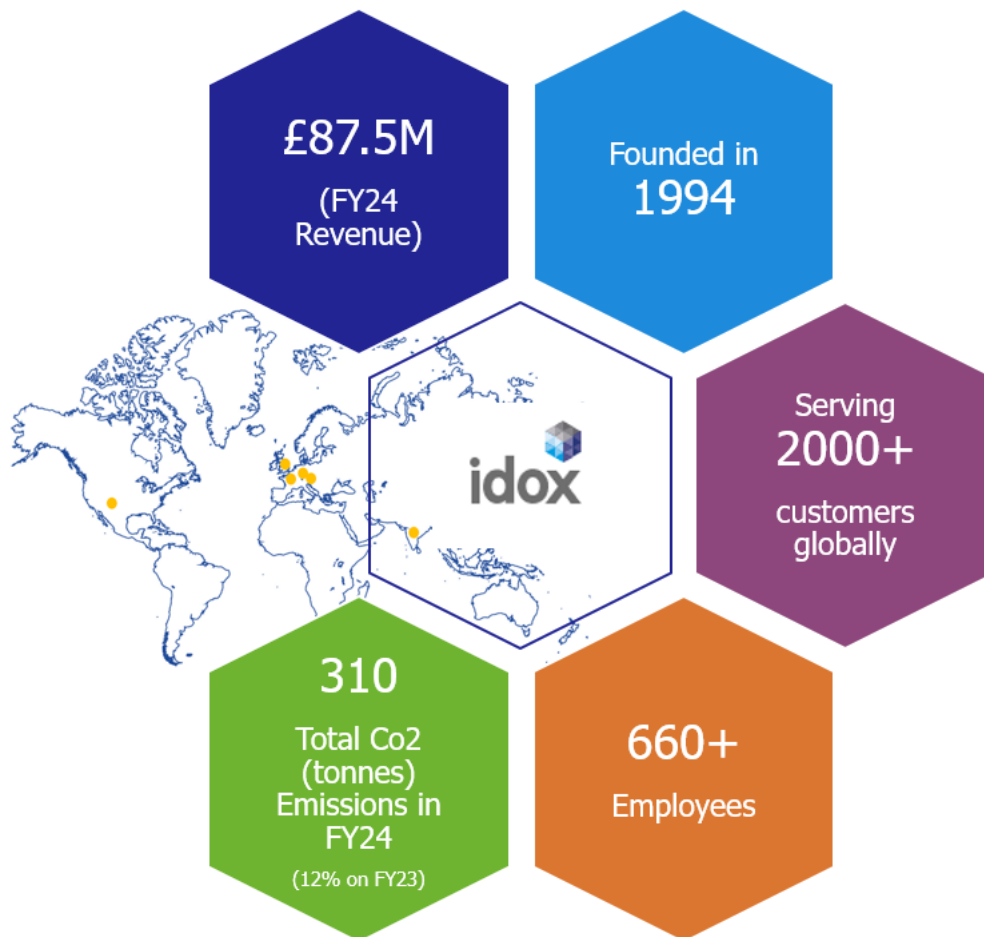
About Idox

Idox is a UK-based company with more than 650 employees working around the world. We design smart digital solutions, powered by AI, to help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, cut costs, and deliver better outcomes for communities.

We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK, Idox is a trusted partner for digital transformation. We bring proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, Idox is here to enable you to do more.



Idox GIS and Geospatial

Our comprehensive range of innovative GIS and geospatial solutions empower teams to share, analyse and visualise their geographic information to fuel data-driven decision-making and better ways of working. The acquisition of Exegesis in 2021 brought us deep expertise in geospatial data management for the conservation and environment sectors, along with a strong reputation for the professional delivery of ICT solutions for the management and dissemination of environmental data.



We provide **market-leading GIS and data management solutions** for effectively managing countryside access, the historic environment, and nature conservation. Professional services include GIS training, bespoke GIS application development, and cloud service provision.

Our client base in this domain are principally local authority countryside and planning sections, along with national environmental organisations, public sector funded projects and government departments. We have also undertaken work for overseas clients, and numerous private sector organisations and environmental charities in the UK and Ireland.

Social Value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us.

Here's how we make a positive impact:

- **Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- **Investing locally:** We give back to local communities through donations, and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- **Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Case Studies

CMSi is used by public and private sector environmental organisations and charities, including several government agencies in the UK and overseas. At the time of writing, organisations using CMSi include:

- Natural England (DEFRA)
- Natural Resources Wales
- Staatsbosbeheer, the Dutch forestry and nature conservation statutory organisation
- Natuurmonumenten, a Dutch organisation that protects and manages over 1,000 km² of nature reserves in the Netherlands
- De5Landschappen, the partnership of Dutch provincial landscape organisations
- CapeNature, the chief custodian of South Africa's Western Cape's natural environment
- The Wildfowl and Wetlands Trust
- Government of Jersey
- Welsh Trunk Road Agents
- Numerous Wildlife Trusts, local authorities, and Universities
- Creston Valley Wildlife Management Authority, Canada
- A range of environmental consultancies.

Contact us

Jen Roberts – Head of Bids

Email: frameworks@idoxgroup.com

Telephone: 0333 011 1200

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