



iManage Gazetteer Management Service

Service Definition

September 2026

Commercial in confidence

Contents

Introduction.....	1
Service Description	1
iManage - Software Built on Insight.....	1
Value Proposition	2
Managed Services and Security	3
Data Protection Standards and Procedures.....	3
Hosting Infrastructure	3
Data Back-Up and Restoration	3
Business Continuity Statement / Plan.....	3
Privacy by Design	3
Accessing the Service.....	4
Ordering and Invoicing.....	4
Pricing Overview	4
On-Boarding	4
Service Management.....	4
Service Levels.....	6
Service Credits.....	6
Outage and Maintenance Management	6
Off-Boarding	6
Customer Responsibilities.....	8
Technical Requirements.....	9
Client-Side Requirements.....	9
Account Management and Ongoing Development	10
After Sales Account Management	10
Development Lifecycle of the Solution	10
About Idox	11
Giving Back to Communities through Social Value.....	12
Case Studies	14
Contact us	15

Introduction

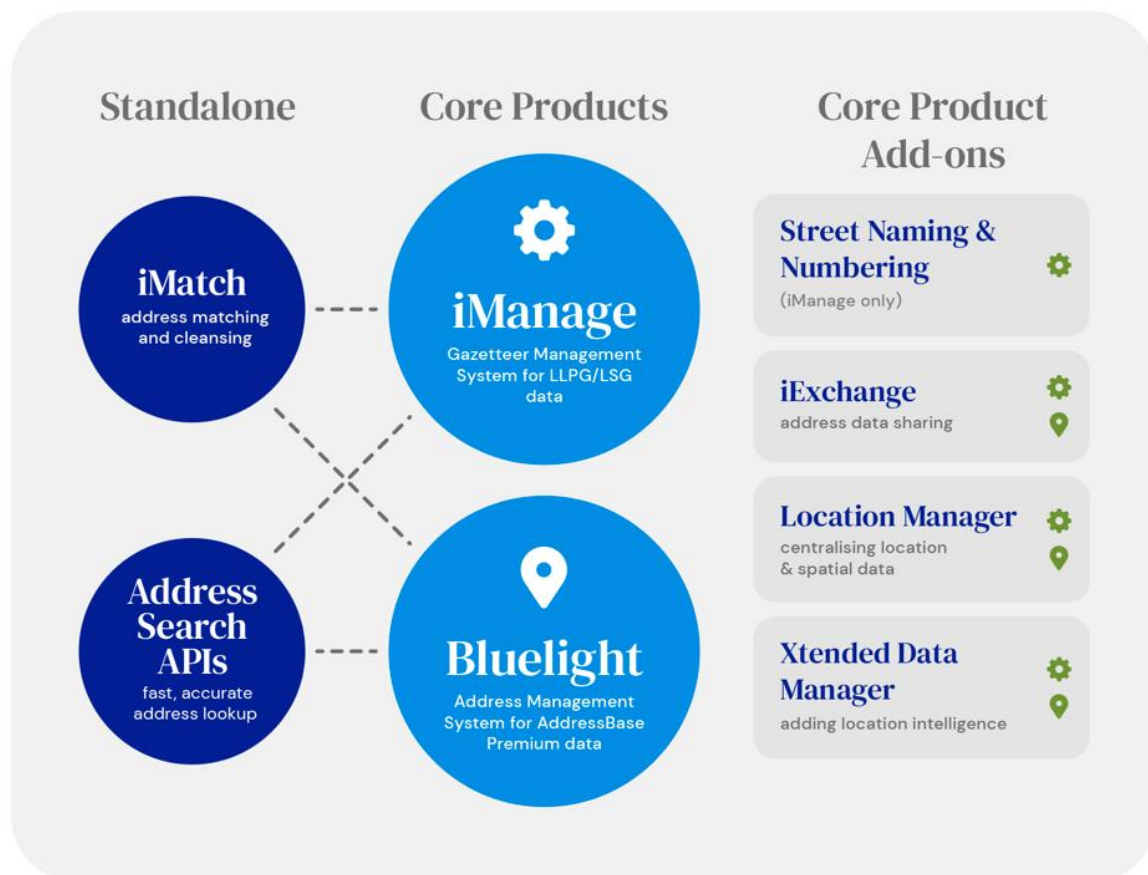
Service Description

Our comprehensive suite of Address Data Solutions has been developed over 28 years. Each product is designed specifically to be easy to use and yet flexible to meet the needs of each customer.

Our cutting-edge Gazetteer Management System (GMS) supports customers in the creation, management and sharing of Local Land and Property Gazetteer (LLPG) and Local Street Gazetteer (LSG) data.

iManage - Software Built on Insight

The iManage Cloud Gazetteer Management System (GMS) is the core product within our suite of Address Data Solutions and is fully BS7666 Compliant. This cutting-edge Gazetteer Management System (GMS) is designed to streamline the creation and management of LLPG and LSG data, supported by intuitive, wizard-driven processes that enable users of all abilities to drive efficiency and productivity.



Going Beyond Gazetteer Management

Our GMS seamlessly integrates with additional software products to enhance our customers address data solutions and includes:

- Address matching and cleansing capability.
- Enabling non-British Standard BS7666 data to be stored alongside existing addresses.
- Enabling fast, accurate address lookups through robust APIs.

Value Proposition

Driven by the ever-evolving needs of our customers, iManage Cloud has been developed to deliver the most advanced, user-friendly, fully cloud-based GMS available.

As the core product within the Idox suite of solutions, iManage Cloud provides all the tools a user needs to easily create, maintain and analyse BS7666 compliant Land and Property Gazetteers via a fully hosted Azure environment.

Making the tasks of managing an LLPG / LSG as efficient and user-friendly as possible, the solution acts as a central hub to open access to information, making it fully usable and actionable across an organisation. The solution is designed to decrease the time taken to perform frequent tasks, without compromising accuracy. Data is displayed geographically in a map window, making it easy to identify any issues within a dataset and users can simply click on a street or property to edit it. The solution also allows for full import and export, bulk updates and searching for USRN, UPRN, Addresses, Streets, Postcodes and provides metadata.

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 iManage service is hosted on the highly secure Azure Cloud and provides a 99% availability SLA.

The following Idox Software is installed on the Azure hosted box:

- IManage Cloud
- iManage ASD (Subject to customers licence)
- iExchange (Subject to customers licence)
- SinglePoint LLP/AddressBase (Subject to customers licence)
- Search (Subject to customer's licence)
- SNN (Subject to customer's licence)
- iMatch (Subject to customers licence)
- Location Manager Base – Publish (Subject to customers licence)

Data Back-Up and Restoration

Our services are built upon a highly available, reliable, resilient and secure hosted infrastructure. Nightly backups are undertaken and stored for seven days.

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, 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

We place high importance on information security and have a comprehensive range of measures in place within the organisation and with our hosting partner.

Accessing the Service

Ordering and Invoicing

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

Pricing Overview

Please see the associated pricing document.

On-Boarding

Our iManage solution is configured and deployed rapidly via our cloud-based infrastructure. As part of the onboarding process we provide each customer with:

- Corporate gazetteer and the associated modules (subject to licence)
- A detailed project plan
- A kick off meeting

As part of the onboarding process we will ensure a smooth transition between the implementation of the solution and the transition to our support services. We will assign a Service Coordinator from our Client Service Management team during the project who collaborates with the customer to establish a BAU Service Specification before and during the go-live phase. This specification includes details such as:

- Products transitioning to BAU
- Contract-level SLAs
- Service Desk information
- Communication plans
- Roles & responsibilities
- Outstanding project issues or deliverables
- Ongoing BAU services for the contract term.

When the go-live period is completed, all parties agree the BAU Service Specification, formalising the project's transition to BAU. Subsequently, any new customer-reported issues are raised via the Idox Service Desk, while residual project issues are managed by the Project Team. BAU services are initiated and supervised by the Idox Service Coordinator.

Data Migration

The LLPG or LSG data will need to be supplied in DTF format to allow migration from an existing system to iManage Cloud.

Training

A detailed online training course is provided as part of the implementation package.

Service Management

Our Service Management framework comprises of two essential components:

- The Service Desk
- The Client Service Management team.

The Service Desk serves as the frontline support, handling day-to-day queries and technical issues that our customers may encounter during their operations. On the other hand, the CSM team focuses on strategic oversight, ensuring smooth transitions from project implementation to BAU operations and maintaining consistent service quality throughout the contract term.

The solution is provided as a fully managed service and the annual software subscription includes hosting and maintenance including client and server applications and any database upgrades, new releases, legislative updates, and bug fixes.

Idox Service Desk

The Idox Service Desk provides technical support for incidents and problems including non-critical software defects under the terms of this annual support and maintenance subscription agreement. Requests for support can be logged via the Idox Customer Portal 24/7. Alternatively, via telephone or email during working hours. The Service Desk working hours are from 08:00 to 18:00 Monday to Friday, excluding National Public and Bank Holidays.

In addition, during the hours of 10:00 and 16:00, the Service Desk operates a Live Chat facility where users can make general enquiries. These will be responded to by our experienced first-tier team and where further assistance is required, or the enquiry is of a more technical nature, a request will be raised directly from the Live Chat. This will then follow the standard Idox Service Desk procedures.

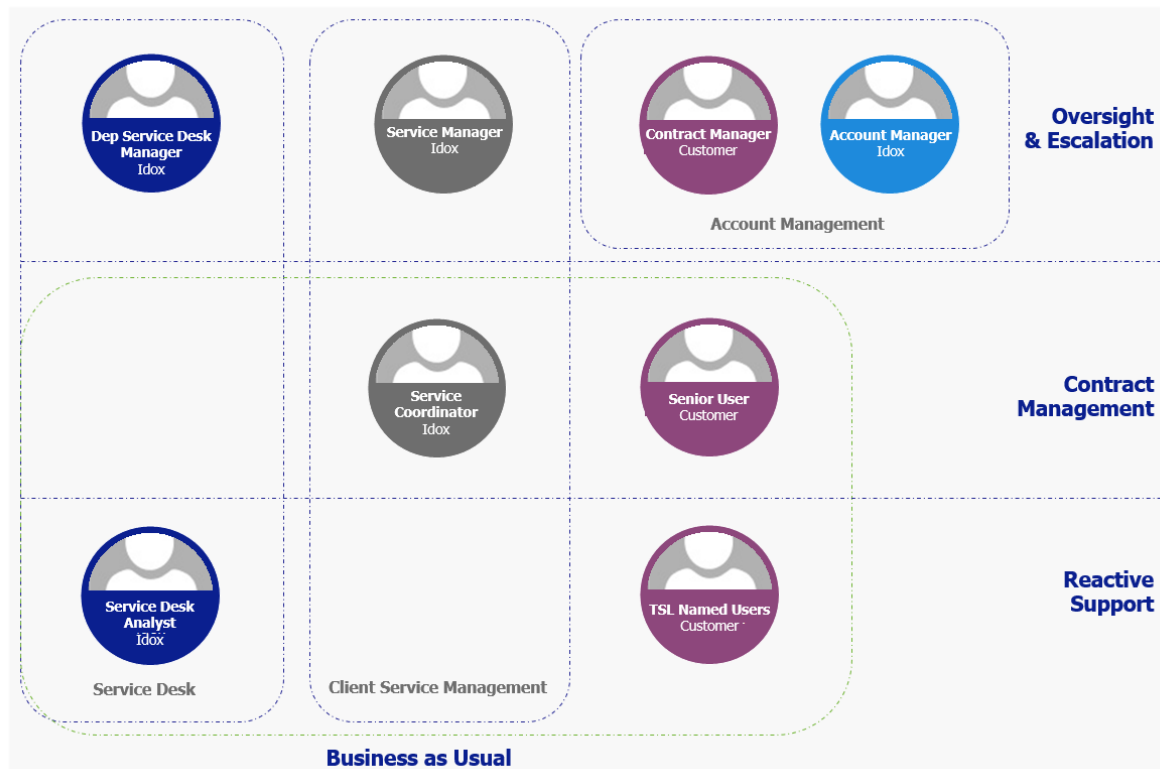
Our online helpdesk facility also provides FAQs, training videos, documentation, and history of all changes made to the solution.

The Idox Service Desk is based in the UK and follows a market standard three-tier Service Desk structure to ensure requests are responded to as early as possible and more complex queries are routed to subject matter experts quickly and effectively. Our Service Desk Analysts are ITIL-trained and provide technical support using ITIL guidelines and ITIL-compliant tools. Support is provided remotely in-house by Idox.

Idox Client Service Management (CSM) Team

In addition to the Service Desk, our Client Service Management (CSM) Team provides wrap-around operational support, managing the transition from implementation to 'BAU' and ensuring consistency of service delivery throughout the contract term. The CSM team's responsibilities include:

- **Transition management:** Our CSM team specialises in managing the transition of customers from project implementation to Business as Usual (BAU) operations. Our dedicated Service Coordinators work closely with our customers, Project teams and Service Desk to ensure a seamless handover. This critical phase marks the shift from the initial project phase to the ongoing operational phase, where the focus is on sustaining and optimising the delivered solutions.
- **Single point of contact:** Our CSM team serves as a single point of contact for all operational queries and concerns that may arise over the course of the contract period. This ensures timely responses and resolutions, streamlining communication channels and enhances customer satisfaction. Whether it's a technical issue, a request for additional support, or clarification on contractual terms, our dedicated CSM representatives are readily available to provide assistance.
- **Contracts re-sign process:** As part of our commitment to continuous improvement and customer satisfaction, our CSM team actively participates in the contract re-sign process. We gather feedback from customers, analyse performance data, and collaborate with stakeholders to identify opportunities for enhancing the value proposition and aligning our services with evolving business needs. This proactive approach ensures that our customers receive the best possible service and support throughout the contract's lifecycle.



Our Client Service Management Team offers comprehensive support and expertise to ensure the success and satisfaction of our customers throughout the entire contract lifecycle. From seamless transitions to continuous improvement, our CSM team is dedicated to delivering excellence in client service management.

Service Levels

As standard we typically guarantee 99% availability during working hours. Our system is designed for high availability and based on our historic performance we expect the system to be available more than 99% 24/7.

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 carry out planned maintenance on a regular basis. Where possible, maintenance will be performed out of normal working hours. We inform our customers of the planned maintenance and timescales for completion with a minimum of 5 working days' notice.

Unplanned maintenance is communicated to customers immediately along with the actions to be taken and an impact assessment where required.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract. Exactly 30 days after the notice to terminate has been served, we will cease to support the customer's service. It is the customer's responsibility to ensure that the appropriate new infrastructure to support any of the functions provided by the service is in place.

There is an additional cost at the end of the contract as follows:

If a customer chooses to move to an alternative supplier and requires an extract of the data, we can provide this information in a standard format for a cost. If the data is required in a different format or there is a bespoke requirement with regards to the data extract, then effort to meet such requirements will need to be estimated and the work costed accordingly.

Customer Responsibilities

The customer has responsibility for ensuring that they have selected the correct level of service. We can advise, but the customer must decide what is right for their needs.

Technical Requirements

Client-Side Requirements

New customers are required to supply the latest version of the LLPG and or the LSG data in DTF format, this can either be supplied from the incumbent software or from the Geoplace hub.

Customers must also supply base mapping in WMTS or WMS format, along with the relevant API key.

Account Management and Ongoing Development

After Sales Account Management

We are committed to building a collaborative and lasting relationship with our customers to deliver maximum return on their software investment for years to come.

Therefore, as part of the delivery of this solution, we appoint a dedicated Account Manager who acts as the first point of contact for ongoing contract delivery, improvement, monitoring and management processes. They also handle any specific service issues and meet with their customers at the outset of the relationship and regularly thereafter to understand what is important to their business, their objectives and how they can best support them to achieve maximum return on the investment they have made in our solution.

Our Account Managers also ensure we have two-way discussion with our customers to develop our product roadmap to reflect legislative changes, customer requirements and market position. We also provide a range of user-groups and forums to encourage customer community interaction for this purpose including:

- **Our active online forum:** A web-based ideas portal for customers to raise ideas for enhancements directly to the Idox product team.
- **User Group:** A national user group to demonstrate our latest enhancements and new solutions and allow user feedback.

Performance Monitoring

We issue regular monthly Service Management reports indicating performance against Key Performance Indicators. These include, but may not be limited to, Service Desk performance including performance against response and resolution SLAs, incident escalations, trend analysis etc. The reports also include detailed hosted Service Availability performance for the reporting period including performance against agreed SLAs.

Development Lifecycle of the Solution

Our iManage solution and all associated modules fall under our continuous development and improvement programme. The product roadmap is continually reviewed and assessed by our Products team. The roadmap incorporates bug fixes and enhancements, development ideas from customer feedback and mandatory standard changes.

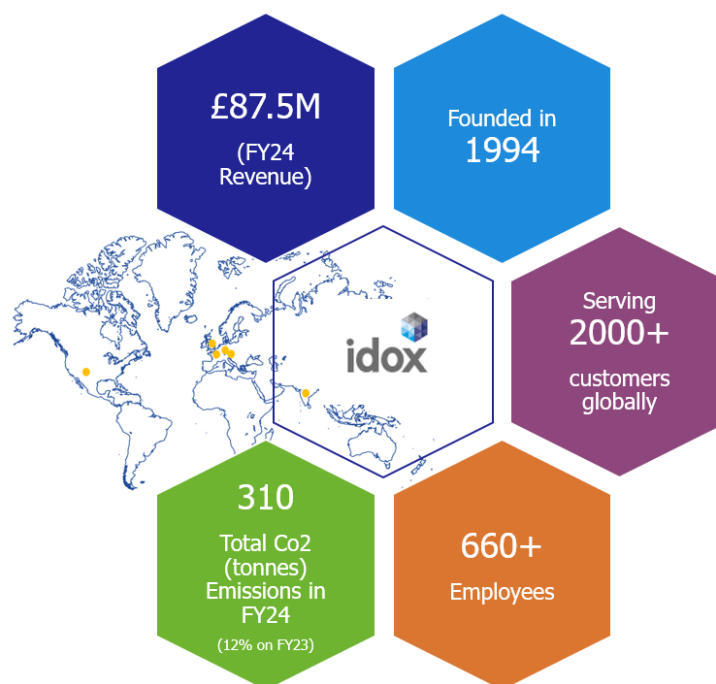
About Idox

As a UK based organisation with a long and enduring history supporting government in the UK and around the world, we design the smart digital solutions that 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, optimise costs, and deliver better outcomes for their communities.

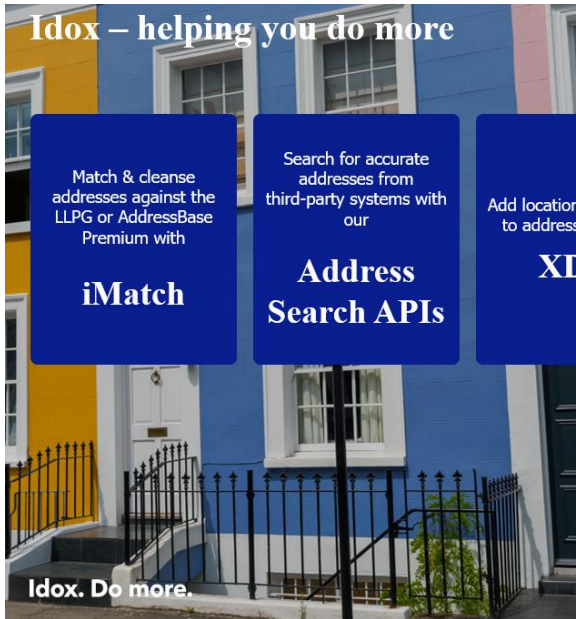
We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK and over 650 colleagues, we are a trusted partner for digital transformation, bringing 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, we are here to empower you to *do more*.



Address Management Solutions

Our acquisition strategy is focused on building our UK-based public sector software IP portfolio with complementary software innovations. In 2021, the acquisition of Aligned Assets strengthened our GIS and Address Data software portfolio by offering cutting edge address data solutions, proven in over 160 organisations including local authorities and emergency services.



Idox – helping you do more

Match & cleanse addresses against the LLPG or AddressBase Premium with

iMatch

Search for accurate addresses from third-party systems with our

Address Search APIs

Add location intelligence to address data with

XDM

Centralise location & spatial data and publish tailored versions with

Location Manager

Share addresses from the LLPG with other systems through

iExchange

Enhance your **iManage GMS** with our comprehensive suite of complementary solutions.



Our address management solutions are widely recognised as the most advanced on the market and we regularly receive excellent feedback for all our products. The knowledge and expertise built into our products has resulted in significant savings for our local authority users, while also providing addresses for a whole range of civic functions including the address data used by the emergency services and utilities. This has aided the important work undertaken to save lives across several standalone organisations and shared services.

Giving Back to Communities through Social Value

We are dedicated to running a business that helps customers *do more*, while creating a better world for everyone, our customers, our employees, and the environment around us.





In the summer of 2025, two of our colleagues used their paid volunteering day to support the North West area final of The Learning Partnership's 'Race to the Line' STEM programme. Local school children had been busy all year designing and building their racing cars and developing the STEM skills that will prepare them for the well-paid jobs of the future. Our colleagues were on hand to support the smooth running of the event and lend a hand to the students on this important day.

"We were really impressed to see the work that had been done, the children clearly loved the project and the final races proved highly competitive!"

Idox. Do more.

Here's how we help to make a positive impact:

- Helping communities and the environment:** Our software makes government services better for people and the environment. Whether it is helping local authorities to plan and build towns and cities where people can thrive, providing the locations that the emergency services need to get to those in need faster or supporting the

adaptive management of our conservation areas, Idox software products are making lives better throughout the UK, every day.

- **Investing locally:** We give back to local communities by supporting charities that are local to our customers with donations and access to funding opportunities to unlock investment where local people need it most.
- **Connecting our colleagues with causes that matter:** Every colleague at Idox is entitled to take a paid volunteering day each year to support local communities and charity projects that matter to them and their communities.
- **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. <https://www.idoxgroup.com/wp-content/uploads/Cabinet-Office-Carbon-Reduction-Plan-Template-Report.pdf>
- **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 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.

Throughout our business we hold ourselves to a high standard. We are committed to ethical business practices, including a zero-tolerance approach to modern slavery throughout our supply chains and prompt payment in line with the Public Procurement Act 2023. Our systems and processes are certified to the highest standards including:



Case Studies

Torbay Council

Migrating to iManage Cloud: A smoother, smarter future for LLPG and LSG management

"The brilliant thing is the fact that updates to the system are so fast, To be that agile, with no effort required from us is fantastic."

Sean Schofield, GIS Analyst Programmer, Torbay Council

Idox. Do more.

Colchester City Council

Driving efficiency by migrating to iManage Cloud for managing the LLPG

"One of the standout features is multi-editing which has dramatically reduced the time spent updating records. Now, we can update entire batches of addresses in one go, instead of making individual changes."

Kelly Canham, Information Analyst, Colchester City Council

Idox. Do more.

Contact us

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