



groundMapper (Cloud GIS)

Service Definition

September 2026

Commercial in confidence

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Introduction

Service Description

This document provides the service definition for groundMapper, the cloud GIS solution offered by Idox through the Crown Commercial Services G-Cloud framework.

This document provides a service definition for our Software as a Service (SaaS) groundMapper system. thinkWhere was acquired by the Idox group in 2021 and our products and services now form part of Idox Geospatial and are being delivered by Idox Software Ltd.

We have over 25 years' experience providing geospatial solutions to public and commercial sector organisations across the UK. Our extensive experience in the application of cloud-based open-source GIS software and database technologies delivers real benefits and savings, as well as exploiting widespread access in support of improved service delivery.

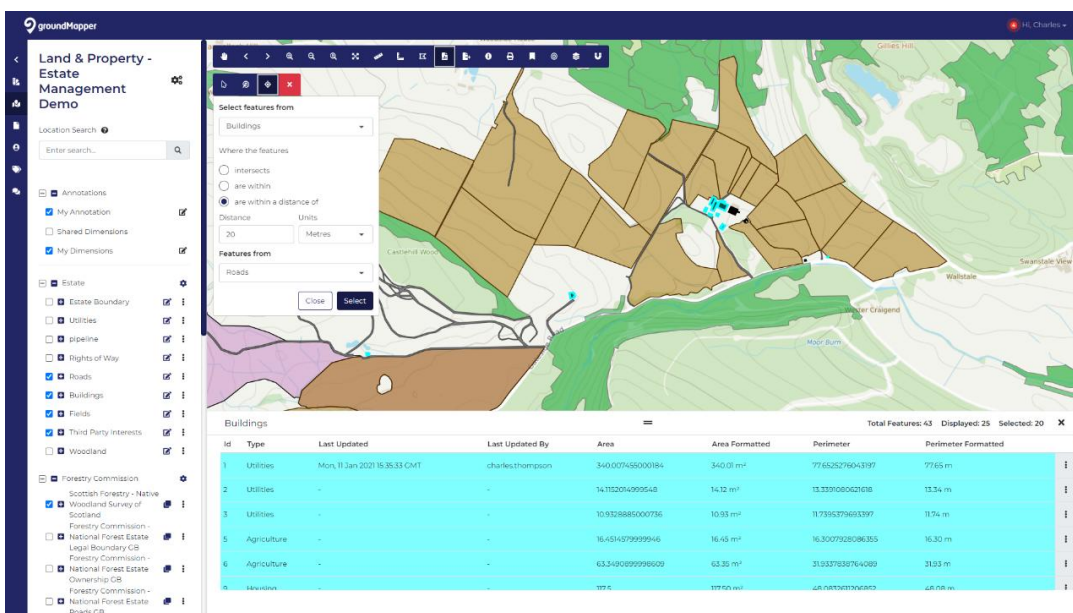
groundMapper - Software Built on Insight

groundMapper is the ideal Cloud GIS application for easily sharing your location-based business information within your organisation and project partners or clients.

groundMapper lets you view, query, edit, share and publish geospatial data using an intuitive suite of product features and capabilities. Securely hosted on Amazon Web Services (AWS), groundMapper makes GIS easy by providing the software and a rich catalogue of definitive geospatial data as a complete managed service available anytime, anywhere.

groundMapper provides online access via industry standard web browsers to a rich suite of GIS features and capabilities. Responsively designed, our simple to use online GIS can be securely used on desktop, laptops and tablets with multi factor authentication providing user level security.

With sophisticated project templates and rights management capabilities, groundMapper makes it easy to collaborate and securely share data with partners and other stakeholders involved in projects or managing distributed land and property assets.



The screenshot displays the groundMapper web application interface. On the left is a sidebar with a 'Land & Property - Estate Management Demo' header and a search bar. Below the search bar are several filter categories: 'Annotations' (with 'My Annotations', 'Shared Dimensions', and 'My Dimensions' checked), 'Rotate' (with 'Estate Boundary', 'Utilities', 'pipeline', 'Rights of Way', 'Roads', 'Buildings', 'Fields', 'Third Party Interests', and 'Woodland' listed), and 'Forestry Commission' (with 'Scottish Forestry - Native Woodland Survey of Scotland', 'Forestry Commission - National Forest Estate Legal Boundary GB', 'Forestry Commission - National Forest Estate Ownership GB', and 'Forestry Commission - National Forest Estate Roads GB' listed). The main area shows a map of a rural landscape with various land parcels. A 'Select Features from' dialog box is open, showing 'Buildings' as the selected feature type. Below the map is an attribute table for 'Buildings'.

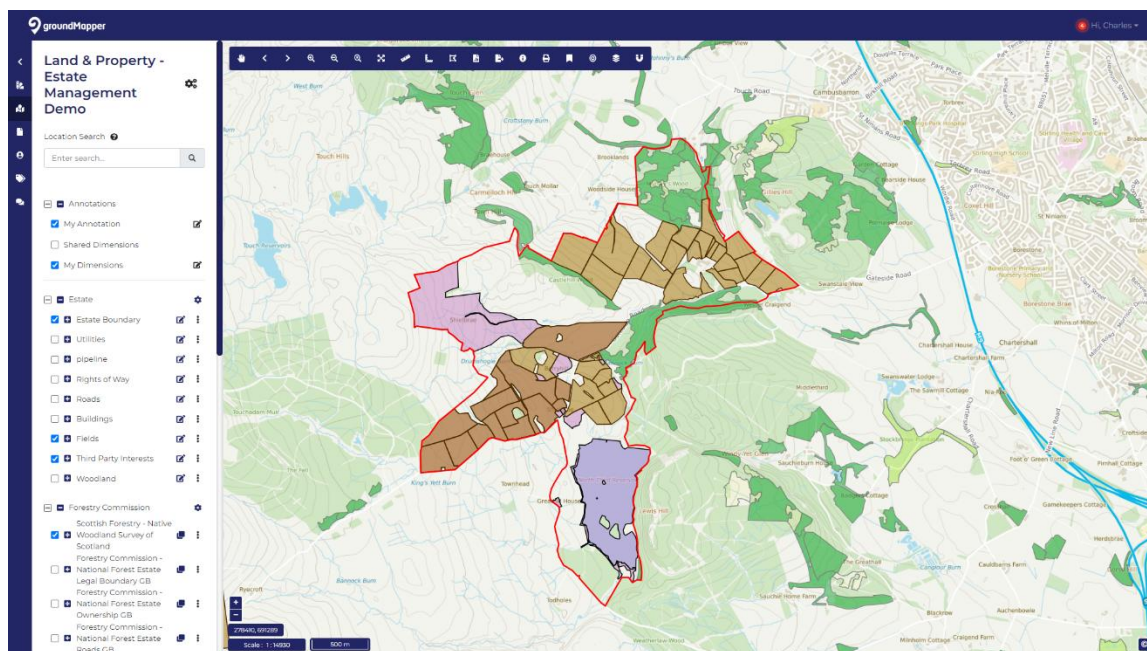
Id	Type	Last Updated	Last Updated By	Area	Area Formatted	Perimeter	Perimeter Formatted
1	Utilities	Mon, 11 Jan 2021 15:35:33 GMT	charlesthompson	340.007458000184	340.01 m²	77.652716043197	77.65 m
2	Utilities	-	-	14.752014995548	14.72 m²	13.3391080421016	13.34 m
3	Utilities	-	-	10.9328885000736	10.93 m²	11.73557794033397	11.74 m
4	Agriculture	-	-	16.4314379999946	16.43 m²	16.3007928086355	16.30 m
5	Agriculture	-	-	63.3490899999909	63.35 m²	31.3371336744089	31.33 m

Select spatial features on the map and in the attribute table.

We provide direct access to a fully managed geospatial data catalogue with several hundred trusted datasets from many of the most popular open data publishers along with all the Ordnance Survey digital mapping and product portfolio. This removes the need to source, process and maintain geospatial data from many different suppliers and in different formats.

You can import, host, edit and maintain your own business data in this secure, common data environment – makes it easy to master, edit and share your own geospatial data in a controlled manner across your organisation or with external partners. You can also upload and attach documents, drawing, reports and images to your groundMapper projects, providing a single definitive source for master data.

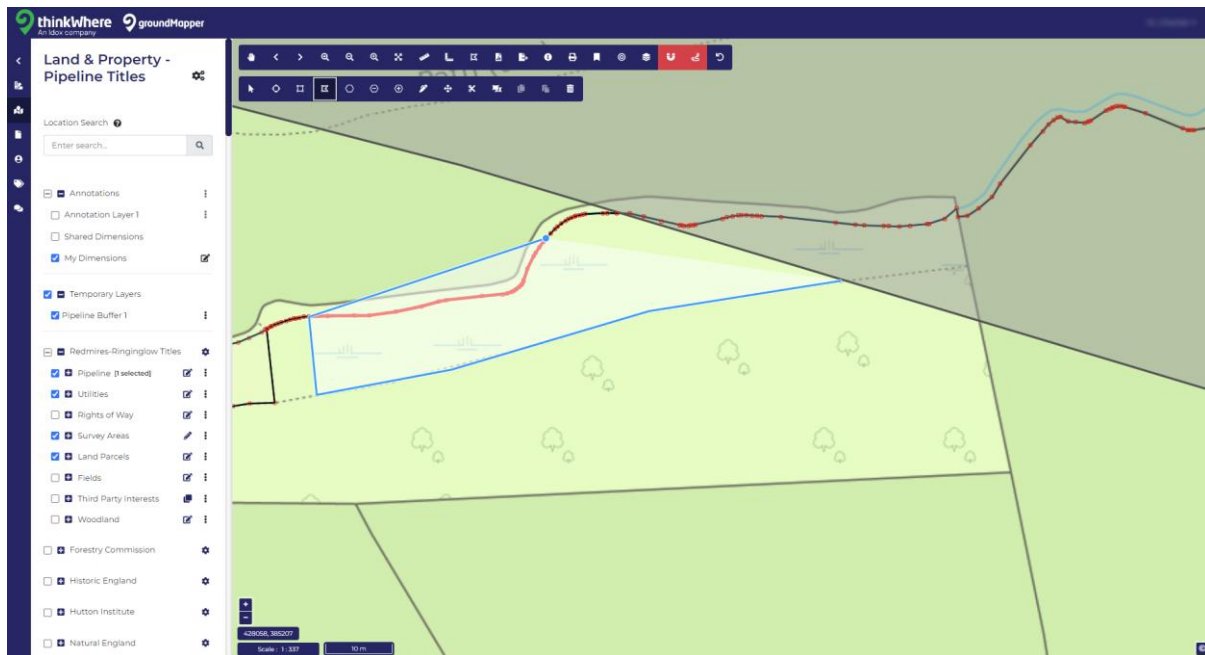
Overall, groundMapper provides a complete managed service for GIS software and geospatial data. Designed as a cloud native application, groundMapper is lightweight and easy to use yet powerful and designed to achieve maximum flexibility, interoperability, scalability, resilience and cost effectiveness.



The map view for a groundMapper project

Features

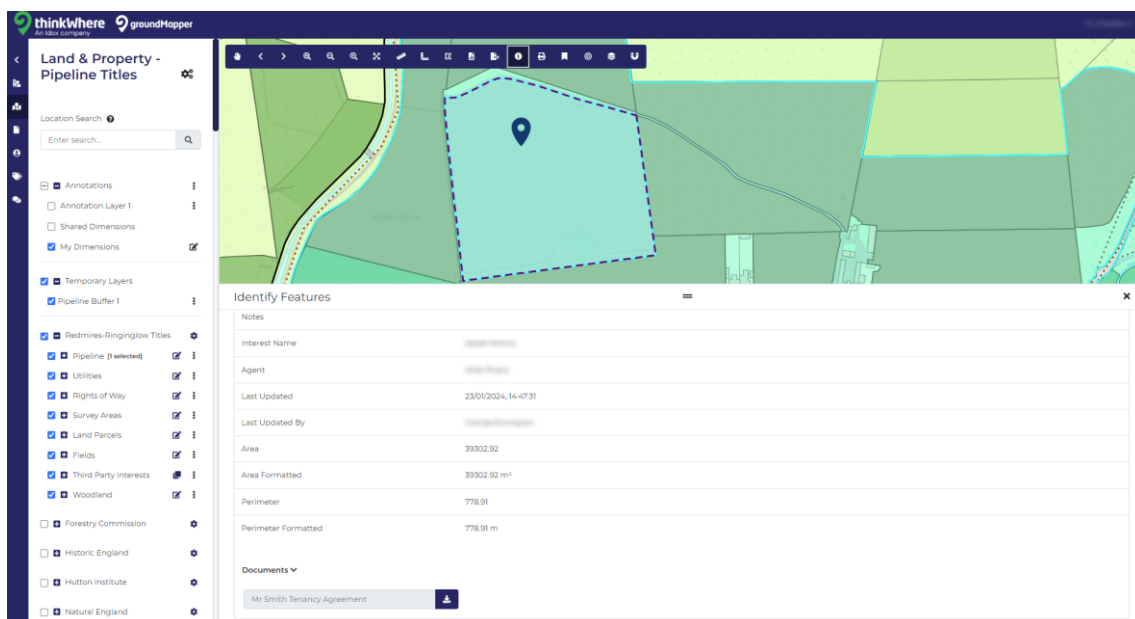
- Easy to use GIS with intuitive and responsively designed interface
- Access and share all your geospatial project information in one place
- Load your data quickly, configure your project Table of Contents
- Identify map features, query, view and analyse datasets
- Extensive suite of spatial data editing tools
- Measure lines, distances and areas, add annotations and labels
- Ingest external web services and publish your data as OGC compliant web services
- Print maps in a variety of templates
- Create and share georeferenced PDF maps, export your data or publish as web services
- Secure, enterprise cloud environment from AWS
- Comprehensive role-based user management tools
- Fully maintained suite of OS datasets and third-party geospatial datasets
- Access to first-class Service Desk support and training



Creating a new feature in groundMapper using snapping and tracing tools.

Benefits

- Single, authoritative source of digital mapping and geospatial data for your projects
- Quick set up – no need to install or purchase specialised applications
- Straightforward, value for money subscription model for GIS software and data
- Enables collaboration, data sharing and improved communication across platforms and users
- Enterprise level cloud hosting with AWS provides security, scalability, resilience and performance guarantees
- Continuous product and service improvements with regular release cycle
- Reduced data management and software licensing costs
- Improved operating efficiency and process improvements
- Greater use and reuse of data for informed decision making



Viewing attributes and attaching documents for spatial features in groundMapper

Associated Services

We aim to provide our customers with a complete managed service for their core GIS and geospatial technology and data requirements. In addition to our groundMapper product we provide the following complementary services:

Geospatial Data as a Service

If you simply want to consume managed data services from our extensive suite of application ready datasets, we provide a simple way to access and consume the data as OGC compliant web services (WFS, WMS, WMTS) using an annual subscription.

Cloud GIS and Geospatial Consultancy Services

If you need business and/or technical guidance and advice on how to migrate to Cloud GIS, we provide expert consultancy services to help you define the opportunities, business and technical system options and transformation roadmap to take your journey forward. Similarly, if you simply want targeted help with cloud and geospatial technologies, our technical experts provide a wealth of domain knowledge to help or support your requirements.

Cloud GIS Platform as a Service

If you need a ready-made, cloud hosted geospatial data platform we provide theMapCloud, our modern, scalable, resilient, secure and highly performant geospatial platform to support the development of custom web applications and the integration of geospatial data services with other business systems and workflows.

Value Proposition

Unrivalled Transparency, Predictable Cost

Our GIS solutions are built using globally leading open-source software. We are not tied down by third party products or licensing issues that commonly lead to hidden costs or complex pass-through contractual relationships for clients. Our simple subscription model makes it easy and transparent to realise the benefits of online GIS across your organisation.

Return on Investment

Our customers achieve return on their investment with groundMapper across several pillars:

- **Deployment of Software as a Service (SaaS) GIS:** groundMapper is an established and trusted SaaS solution. Our fully managed hosting, data, software and maintenance service eliminates the need for costly on-premise GIS software and infrastructure. With fixed pricing tiers, you gain access to a highly performant online GIS with a transparent pricing structure. We handle all product management, data and software updates, ensuring immediate cost savings on maintenance and administration.
- **The Ability to "Do More":** groundMapper empowers you to maximise your productivity amidst budget constraints. Through web-based delivery we enable the streamlining of processes and workflows, eliminating the need for in-house data acquisition, management, and storage. This allows your organisation to focus on operating efficiency, improved service delivery and providing top-tier services to the public, while we handle the complexities of geospatial software, data management and web service delivery.

- **A Low-Risk Delivery:** In contrast to solutions reliant on third-party software, groundMapper is built entirely on globally leading open-source geospatial technologies. This approach mitigates risks associated with dependency on proprietary software, ensuring seamless delivery, enhanced transparency, and avoiding hidden costs or licensing complications.

24/7 Digital Services

In a changing world, public authorities need data solutions that can grow and flex as they do. Our enterprise cloud platform for groundMapper provides high levels of availability, scalability, resilience and security to give you peace of mind.

Staff across your organisation have access to a leading online GIS solution with fully managed geospatial data and support services. By transforming the way you consume and use GIS software and data this allows staff to focus on other priorities without the burden of GIS administration.

Collaboration

Collaborative working is an essential part of public services. The requirements to share data and information are often underpinned by location data – knowing where things are, where things happen and where to target services are key challenges on a multifunctional and multiorganizational basis. groundMapper makes it easy to securely share your location data, and associated documents, across your organisation and externally – from a single definitive source. This ensures that all partners are working with the same data, improving communication and the transparency of decision making whilst removing the redundancy typically associated with data transfer and replication.

Integration

Geospatial data and software are typically part of a much larger information systems ecosystem. By providing OGC compliant web services support and a suite of APIs from groundMapper we enable direct interoperability and systems integration with other applications, making it easy to use, reuse and share geospatial data and services and realise the full benefits of your geospatial investment.

Partner with Experts

Our geospatial team has the expertise and deep domain knowledge of geospatial data, technologies and infrastructure to provide customers with an integrated GIS solution that can adapt to your evolving business requirements.

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

groundMapper is hosted on the Amazon Web Services (AWS) Cloud platform. Amazon design their data centres to be highly secure and with a 99.99% availability SLA. Full details on Amazon's approach to security and SLA can be found:

<https://aws.amazon.com/compliance/data-center/controls/>

<https://aws.amazon.com/compute/sla/>

Our own fully managed Cloud-based platform and spatial data infrastructure, theMapCloud, provides the core data platform to the groundMapper application. Architected with industry leading Open-Source technologies and frameworks, theMapCloud is also hosted on AWS and managed by Idox.

Each groundMapper customer is provided with a secure, dedicated 50GB data store within our AWS hosted infrastructure for its own business data. This should be more than adequate for most customers. However, should you require additional storage, this can be purchased separately.

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. Weekly backups are stored for 3 weeks, and monthly backups are stored for 3 months, ensuring there are various options for restoring data if required.

Business Continuity Plan (BCP)

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

We place high importance on information security and have a comprehensive range of measures in place within the Idox 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 our pricing document and the Government Digital and Data Roles document.

Any additional services required, including bespoke development of the standard groundMapper service, will be charged at the rates in our Government Digital and Data Roles document.

On-Boarding

groundMapper can be rapidly configured for your organisation and deployed via our cloud-based infrastructure. When you sign up to groundMapper, we will provide you with a checklist covering the standard configuration information required to set up your instance.

If you require additional onboarding configuration e.g. migration of data, specialist data styling, we will provide a proposal for this work as part of the onboarding process.

Data Migration

We are available to discuss data migration strategies and offer a number of approaches to transferring data from different systems or formats, into groundMapper. This would be a consultative process and where we would aim to identify the most suitable transition without limiting the availability of data to users and maintaining data integrity.

Training

We can provide groundMapper training during onboarding (or throughout the contract period) as an extra service for an additional cost. Please see our pricing document. We offer 2 separate training courses, one covering the administration of groundMapper, and the other covering the use of standard groundMapper functionality:

- groundMapper User
- groundMapper Administrator

Webinars can also be arranged to cover specific aspects of groundMapper, again this would be charged as an additional service.

Service Management

The Idox Service Desk provides technical support for questions, 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 08:30 to 17:30 Monday to Friday, excluding Christmas Day, Boxing Day and New Year's Day public holidays.

Our online helpdesk facility is highly intuitive and easy to use, and also provides FAQs, training videos, and documentation. Guidance materials and documentation can also be found in the groundMapper application, once a user has logged in.

The Idox Service Desk is based in the UK and ensures requests are responded to as early as possible and more complex queries are routed to subject matter experts quickly and effectively.

Service Levels

groundMapper is provided 24/7 from our highly available, scalable platform hosted on AWS. Our uptime availability target is 99.5% on a 24/7/365 basis and testing indicates availability of 99.9%.

Online 24/7 real-time monitoring systems instantly notify our staff in the unlikely event of unforeseen downtime.

Our standard suite of KPI's, incorporated in all our customer Service Level Agreements (SLA), comprehensively cover all aspects of our service provision (platform availability, web service performance, data maintenance etc.) and provide transparency on our service performance for customers.

Service Credits

We do not provide service credits as part of our standard package.

Outage and Maintenance Management

We will carry out planned maintenance on a regular basis. Where possible, maintenance will be performed out with the period of Service Desk availability listed above and we will inform the customer with details of the planned maintenance and timescales for completion with a minimum of 5 working days' notice.

Unplanned maintenance will be immediately communicated to the customer along with the action to be taken and an impact assessment where required.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract.

As a matter of routine, we will contact you 3 months in advance of your subscription expiry date to determine if you wish to continue with your subscription.

Should you wish to cease your groundMapper subscription for any reason, you should inform us in writing no later than 60 days from your subscription expiry. We will arrange for your access to the site to be removed upon expiry.

The off-boarding process includes the full extraction and removal of all customer generated data – all customer data is purged and destroyed and the service instance removed. If a customer requires any of their data to be returned, off boarding costs will be agreed on a case-by-case basis according to customer preferences.

We may terminate the provision of the service by giving a minimum of 3 months' notice.

Customer Responsibilities

- As part of setting up your groundMapper subscription, you can also provide an organisation logo and colour scheme, which are used to customise the appearance of your groundMapper site and PDF print templates.
- You can also request specific requirements for managed layers provided in groundMapper. This includes the availability and extent of any open or licensed datasets (e.g. Ordnance Survey).
- We always recommend that the customer nominates at least one administrator/maintenance contact responsible for first line support on the Idox Service Desk. This contact will also be responsible for cascading any relevant communications to users as appropriate.
- We would also ask that a contact within your organisation is nominated for attending quarterly service review meetings and receiving monthly service management reports.
- Service review meetings are beneficial for providing any feedback on the product and our level of service. We would ask that your nominated contact can provide feedback that helps inform the direction of the product roadmap, by suggesting new features or managed layers for groundMapper.

Technical Requirements

Client-Side Requirements

- Confirmation of Ordnance Survey data product licensing arrangements and products covered.
- groundMapper is compatible with the latest versions of Google Chrome, Edge, Mozilla Firefox and Apple Safari.
- A good quality internet connection is required to access and interact with the groundMapper site.
- Access to the groundMapper site can be restricted by IP address ranges, if required.

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 can offer regular service review meetings, which are usually held on a quarterly basis. This allows customers the opportunity to discuss ongoing contract delivery, improvement, monitoring and management processes. We are also available to handle any specific service issues and meet with our customers at the outset of the relationship and regularly thereafter to understand what is important to your business, your objectives and how we can best support them to achieve maximum return on the investment they have made in our solution.

We also ensure we have a two-way discussion with our customers to develop our product roadmap to reflect legislative changes, customer requirements and market position. We listen to both positive feedback on product features we've introduced and constructive criticism on functionality that is needed to ensure our solutions stay relevant for our customers.

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 SLA's, 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

groundMapper is under a programme of continuous development and improvement. The changes are strongly driven by user feedback, and the product roadmap is continually reviewed and assessed by the Idox team.

The roadmap incorporates bug fixes and enhancements, development ideas from within the Idox team and changes driven by wider industry developments or changes in the core technologies.

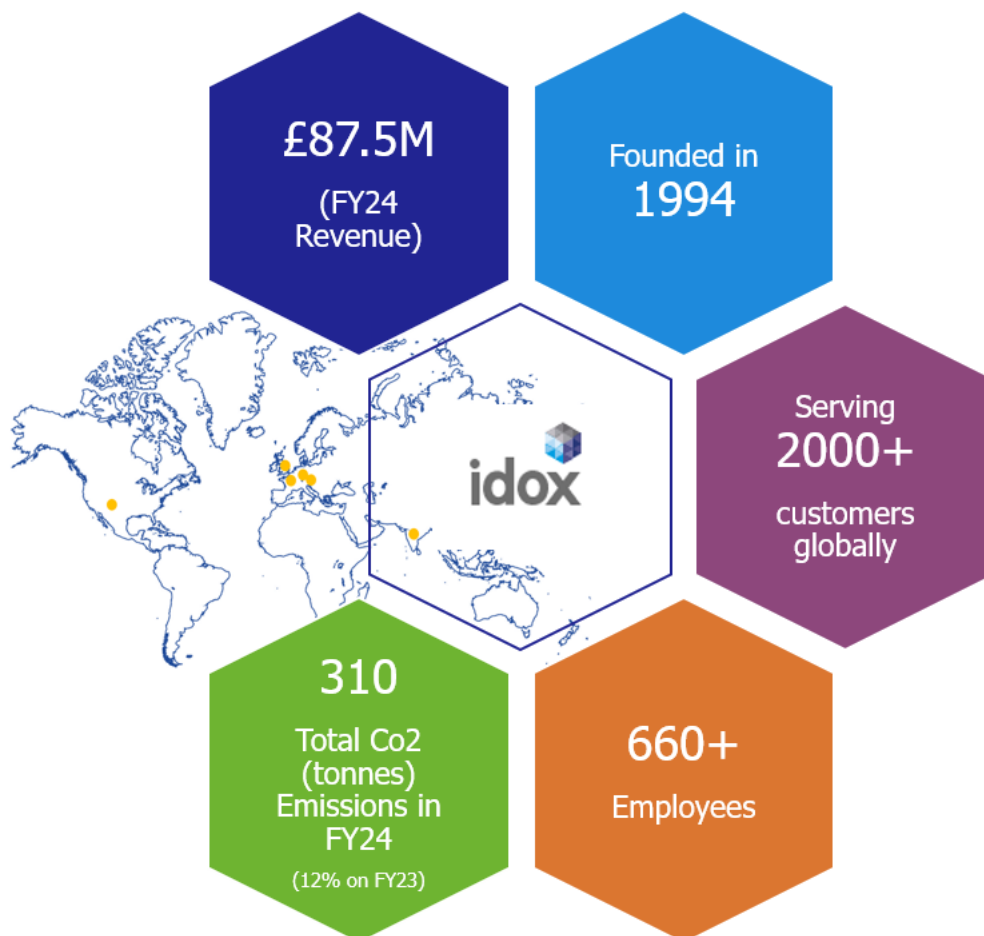
About Idox

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*.



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 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.



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