



Cloud GIS Consultancy Services

Service Definition

September 2026

Commercial in confidence

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Introduction

This document provides the service definition for the specialist Cloud GIS Consultancy Services offered by Idox through the Crown Commercial Services G-Cloud framework.

The services detailed in this document were formerly offered by thinkWhere through the Crown Commercial Services G-Cloud framework. thinkWhere were 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 20 years' experience providing innovative GIS solutions to public and commercial sector organisations across the UK and a proven track record of delivering complex GIS projects to the public sector with a high degree of quality that met the needs of stakeholders and deliver on agreed KPIs.

Our team of specialist consultants have extensive experience in the analysis, design, development deployment and support of Spatial Data Infrastructures (SDI) at local, regional and national levels.

We have worked with cloud-based implementations of GIS products and services for the last 10 years and bring proven, real-world expertise in cloud-native and hybrid-cloud deployment to our client engagements.

Service Description

We are an acknowledged expert in Cloud GIS and OSGeo technologies. We provide a full life-cycle approach, covering all aspects of cloud-based GIS implementation, namely:

- Business Analysis
- System Design
- Solution Development
- Data Management
- Spatial Analysis
- Transition Management
- Service Management and Support
- Training and Skills Transfer

We offer complete flexibility in our range of specialist cloud GIS consultancy services – we are very happy to bundle and unbundle our services to meet anything from an enterprise-level project to providing targeted guidance, advice or technical support on any particular aspect of cloud GIS.

Service Features

- Specialist GIS consultants with many years proven real-world experience.
- Independent guidance and advice on Cloud GIS strategy.
- Delivery of customised Cloud GIS solutions using best of breed Open-Source Geo technologies.
- Provision of spatial data infrastructure to support Cloud GIS solutions.
- Data migration, modelling and management to support Cloud GIS solutions.
- Business and technical guidance on migrating to Cloud GIS.
- Provision of spatial analytics and data visualisation services.
- High quality service management and technical support.
- Range of Cloud GIS technical training and skills transfer.

Service Benefits

- Impartial guidance and advice on Cloud GIS solutions.
- Business and technical transformation to support cost savings and efficiencies.
- Reduce duplication and costs associated with legacy systems and data management processes.
- Enhanced business intelligence to improve decision-making.
- Maximise return on investment by improved access and use of geographic information.
- Integrate mapping technology to improve business processes and workflows.
- Business innovation through the adoption and use of Open Source and Open Data standards.

Business Analysis

The successful implementation of any Cloud GIS solution is based upon a thorough understanding of the business and technical context for deployment. Our consultants will work closely with your organisation to review and advise on the benefits to be gained from Cloud GIS adoption.

Our “Discovery Exercise” consulting approach is open, flexible and collaborative. We understand that Cloud GIS can appear complex and difficult to understand. Our consultants will explain and demonstrate the key elements to ensure that there is a common understanding of the Cloud GIS technologies and services. From this common understanding we can collaboratively shape the business and technical systems options.

We listen to your business objectives, identify and review your business GIS requirements, evaluate your business processes, explore your data management regime and appraise your Cloud GIS solution options with a view to identifying the proposed solution to deliver a strong ROI.

We recognise that GIS is often a core component of a wider IT enterprise solution and work in close partnership with our clients to analyse, design and appraise the Cloud GIS solution that best aligns with the wider business requirements.

System Design

Delivering a successful GIS solution in the cloud is underpinned by the need for an effective design. We approach design at two levels:

- **Architecture:** This high-level design sets out the logical view of the business solution, taking into account architectural standards, system requirements, data model, performance and security.
- **Software/Solution:** At this level, it is important to ensure that the software components and interfaces are designed to meet the architectural principles, system requirements, design, security and interoperability standards.

Solution Development

Our talented team of consultants, software developers and technical specialists are skilled in all aspects of Open-Source Cloud GIS application development. As well as supporting the ongoing product development of our own Cloud GIS solutions, our team undertake a wide range of development work to design, build and deploy prototypes, pilot projects and custom business solutions for our clients. We offer a full range of tools and application services to support integration of GIS with other business systems and applications.

The experience of our team covers:

- **Open-Source GIS technologies:** best of breed software including GeoServer, MapServer, PostGIS, OpenLayers, MapProxy, MapFish and QGIS.
- **Web Development:** Standards compliant web applications built with – React, Angular, TypeScript, HTML5 and CSS3.
- **Web Map Applications:** Our team have built complex mapping applications using OpenLayers, Leaflet and TurfJS.
- **Middleware and API Development:** RESTful APIs and middleware built using Python (Flask framework) and .NET.
- **Cloud Development and Deployment:** We have deep experience of deploying applications on Azure and on Amazon's AWS Cloud directly and using Docker Containers. Using the following Amazon services EC2, Elastic Beanstalk, Load Balancer, S3, EC2 Container Service, Relation Database Service (RDS) and Lambda.

We place a strong emphasis on code quality. All of our applications contain a large number of automatic unit and integration tests, giving confidence that code is high-quality and bugs are caught before being deployed. All of our applications are managed using Continuous Integration and Continuous Deployment pipelines, ensuring code is tested and bugs caught before shipping to end users.

Data Management

We are a data-driven business and recognise that a sustainable, flexible data model and data management regime are essential to the enduring success of any Cloud GIS deployment. We are used to dealing with large data volumes and complex information-driven projects. We host and maintain a national GB spatial datastore containing several thousand datasets from Ordnance Survey and other publicly available spatial data along with customer data to support our other complementary Cloud GIS services.

We provide various capabilities to help our clients address the challenges of data management:

- Review and assessment of data quality.
- Development of data quality improvement plans.
- Guidance and advice on relevant data standards.
- Data modelling and database design.
- Expert advice in developing data management plans and strategies.
- Review of business processes and workflows.
- Data conversion.
- Address matching and georeferencing.

We are also an official Ordnance Survey Licensed Partner and can supply regular updates of all Ordnance Survey datasets in a variety of formats.

Spatial Analysis

We are experts in the application of spatial analysis techniques across a wide range of business sectors and scenarios, integrating and analysing spatial data to investigate relationships, produce business intelligence and inform decisions.

Our spatial analysis services include:

- Data sourcing, data conversion and validation.
- Data modelling and spatial analytics.
- Data visualisation and Hotspot Analysis.
- High quality map production in .PDF or other image formats.
- GIS format data outputs – shapefile or other industry standard formats.
- Network Modelling.
- 3D Modelling and Scenario Analysis.
- Surface Analysis and 3D Visualisation.
- Customised Reports.

Associated Services

We develop and provide our own range of Cloud GIS products and solutions to the government, land, property and infrastructure market sectors. This portfolio experience underpins our specialist Cloud GIS Consultancy services, enabling us to provide a complete package of services to our clients, based on proven, real-world experience.

We work extensively with the Open GeoSpatial Consortium (OGC) standards and we have in-depth understanding of all major GIS data and mapping products including the Public Sector Geospatial Agreement (PSGA) portfolio as well as addressing datasets and numerous other third party and Open Data products.

Recognising the benefits Open-Source GIS technologies can bring, our aim is to help our customers exploit widespread access to geographic information at a reduced cost and to make our customers' service delivery as efficient as possible. We deliver our Services using the best of breed Open-Source Geo (OSGeo) technologies which include PostgreSQL, PostGIS, GeoServer, OpenLayers, MapProxy, MapFish and QGIS. We are committed to supporting our customers in the adoption, migration and use of Open-Source GIS Cloud technologies within their own organisations.

We support our specialist Cloud GIS Consultancy Services with our other complementary G-Cloud Services:

- **groundMapper:** Cloud GIS solution for simple web mapping and data sharing.
- **Cloud GIS Training:** A portfolio of training services.
- **Cloud GIS Data Services:** A range of Data as a Service solutions providing online access to Ordnance Survey mapping and an extensive suite of 3rd party datasets.
- **Cloud GIS Platform as a Services:** A modern, scalable, resilient, secure and highly performant geospatial platform.

We provide enterprise-level private cloud and co-located cloud facilities via our partner, Pulsant UK and work closely with their Solution Engineers and our clients on solution design. We also work extensively with Amazon Web Services (AWS) using the Amazon Elastic Compute Cloud (EC2), Dynamo DB and Simple Storage Service (S3) services to host all of our Cloud GIS Data Services.

Value Proposition

Whether you are considering a migration to Cloud GIS or planning the replacement or enhancement of your existing cloud GIS deployment, we can assist you every step of the way. Our aim is help you to overcome business and technical challenges relating to any aspect of cloud GIS and ultimately drive business success.

Partner with Experts

Our team of geospatial experts cover all aspects of the Cloud GIS lifecycle. We have deep domain knowledge of GIS coupled with a range of applied industry experience across many different market sectors and use cases. Coupled with this, our team has comprehensive cloud engineering, software development, architecture and design skills.

Working with us, you will have access to leading technical consultancy services, specialised expertise, guidance and problem-solving capabilities.

Collaborative Approach

Our engagement model is highly collaborative and built on trusted relationships. By each of us sharing expertise and domain knowledge, this enhances creativity when looking for new or improved approaches and solutions.

Objective Perspective

We bring a fresh, outsider's perspective which is free from internal bias or preconceptions. We can help you identify inefficiencies, gaps and opportunities for improvement by taking a holistic look at the key dimensions of people, process, data and technology.

Customise Solutions

We understand that every organisation faces unique challenges and goals. We work closely with your key stakeholders to ensure we understand your operating environment and the transformations required to meet your specific needs. Whether it's producing a Cloud GIS roadmap or working with you to design and build your customised solution, we will ensure that the outputs are tailored to your needs and recommendations are relevant to addressing your specific challenges.

Access to Best Practices and Latest Technologies

With the rapid pace of technology change it is difficult to stay abreast. Our consultants stay ahead of industry trends, best practices and emerging technologies which we can introduce to our clients, enhancing their technical capabilities, efficiency and cost effectiveness.

Risk Mitigation

Drawing on our extensive experience we can help our clients mitigate the risks associated with cloud GIS projects by providing informed recommendations, conducting thorough audits or business analysis and establishing robust plans to address potential challenges.

Knowledge Transfer

Through our collaborative engagement model, we not only provide targeted solutions but share our knowledge, best practices and skills to help you build upon any improvements made during our consultancy engagement.

Managed Service 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.

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.

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 refer to our Cloud GIS Consultancy Services pricing document for our professional services charges.

On-Boarding

Effective project delivery depends on the development of a collaborative working relationship with our clients.

Engagements can range from short-term single consultant assignments to longer-term, project-based teams. Either way, our ethos is that our staff become an extension of your team.

We adopt a structured approach to project management to ensure that our work stays on track and within budget. We use online project management and collaboration tools to communicate, collaborate and share project information dynamically with the project stakeholders.

For software development activities, we work in 2 weekly Agile SCRUM sprints facilitating rapid delivery of prototypes allowing for ready prototype modification in successive iterations involving our clients. This greatly ensures that our solutions address user and business requirements with regular opportunities to influence the system throughout its development.

Data Migration

We have widespread experience with the migration of legacy GIS applications or on-premise GIS infrastructures to cloud-based, Open Source systems. Our team of technical specialists will work with you to review the solutions that are most appropriate to meet your business needs and develop a suitable migration plan covering the technical, data, process and people aspects involved.

Training

Effective training and skills transfer are essential to successful project delivery and ROI. We work in close partnership with our clients throughout an engagement to promote knowledge sharing and ensure that all KPIs are met. We offer a range of consultancy led training services to provide the technical and business skills needed to manage and support Cloud GIS solutions.

Our training is carried out by specialist technical consultants who have many years applied work.

Service Management

We have extensive, proven experience providing high quality, customer-focused support services to optimise the overall user experience and ensure we comprehensively cover all aspects of support for your Cloud GIS solution.

Our dedicated team of support consultants provide a range of managed services. This includes the ongoing maintenance and update of Ordnance Survey mapping datasets, technical support, service desk, guidance and training.

We provide a Service Desk facility to provide front-line support to users and to resolve any technical or operational issues. The service desk can be used for all enquiries, requests for

help, technical support and general queries. Support can be delivered remotely using telephone, email and our online Service Desk. Our Service Desk is available 08:00 to 18:00 Monday to Friday, excluding National Public and Bank Holidays.

Technical Support Packages

We also offer predefined technical support packages for Open-Source Cloud GIS technologies such as PostGIS, GeoServer, OpenLayers, MapProxy and QGIS. Our support packages are available as Bronze, Silver, Gold and Platinum packages and are inclusive of technical support for one or more Open-Source technologies. This means you are in control of how much time we spend supporting you in their use.

With one of our Support packages, you'll have the advantage of simply contacting us when you need a bit of extra help with your Open-Source Cloud GIS technologies. One of our experienced GIS consultants will quickly resolve your issues - saving your team time and your business money.

Service Levels

We establish a fully managed Service Level Agreement (SLA) with clients to define the support and maintenance services, service levels, roles and responsibilities.

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

Not applicable for this service.

Off-Boarding

Concluding a consultancy project is predicated on client acceptance and sign off for the project deliverables.

Once completed we will archive the project data and working materials, confirming with the client any resources that either need to be returned and/or securely destroyed. We will also undertake a project debrief to understand any key lessons learned and future improvements to our consultancy engagement model.

Customer Responsibilities

Every consultancy project is unique to the client organisation. The customer responsibilities will vary from project to project depending on the nature of the engagement.

In general, the key customer responsibilities are to:

- Assign a client project manager to regularly interface with the Idox project manager and to provide the necessary planning and co-ordination within their organisation.
- Assign and co-ordinate any internal resources in line with the agreed project schedule and planned activities.
- Review, feed back and sign off on project deliverables in an efficient and timely manner.
- Provide an escalation point should there be an issue with the internal resource dependencies that will impact on project delivery.
- Ensure that the agreed commercial arrangements are serviced in an efficient manner e.g. provision of Purchase Orders, deliverable sign off, invoice approvals.

Technical Requirements

Client-Side Requirements

As every consultancy project is unique and may, or may not, include technical development work, any client-side technical requirements will be discussed as part of onboarding and project initiation.

Account Management and Ongoing Development

After Sales Account Management

Our overall aim is to understand what is important to your business, your objectives and how we can best support you to achieve the maximum return on the investment you are making in our services.

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.

Our consultancy projects can extend from a few days to many months or even years. Throughout the engagement our project manager will primarily act the first point of contact for ongoing contract delivery, improvement, monitoring and management processes. Depending on the scale and complexity of the engagement we can also appoint a project executive to provide a strategic relationship point of contact.

Development Lifecycle of the Solution

If the consultancy engagement extends into a longer-term relationship, we will appoint an Account Manager to provide a regular interface, meeting with you to discuss any service specific issues, review performance, consider new opportunities and potential future development plans.

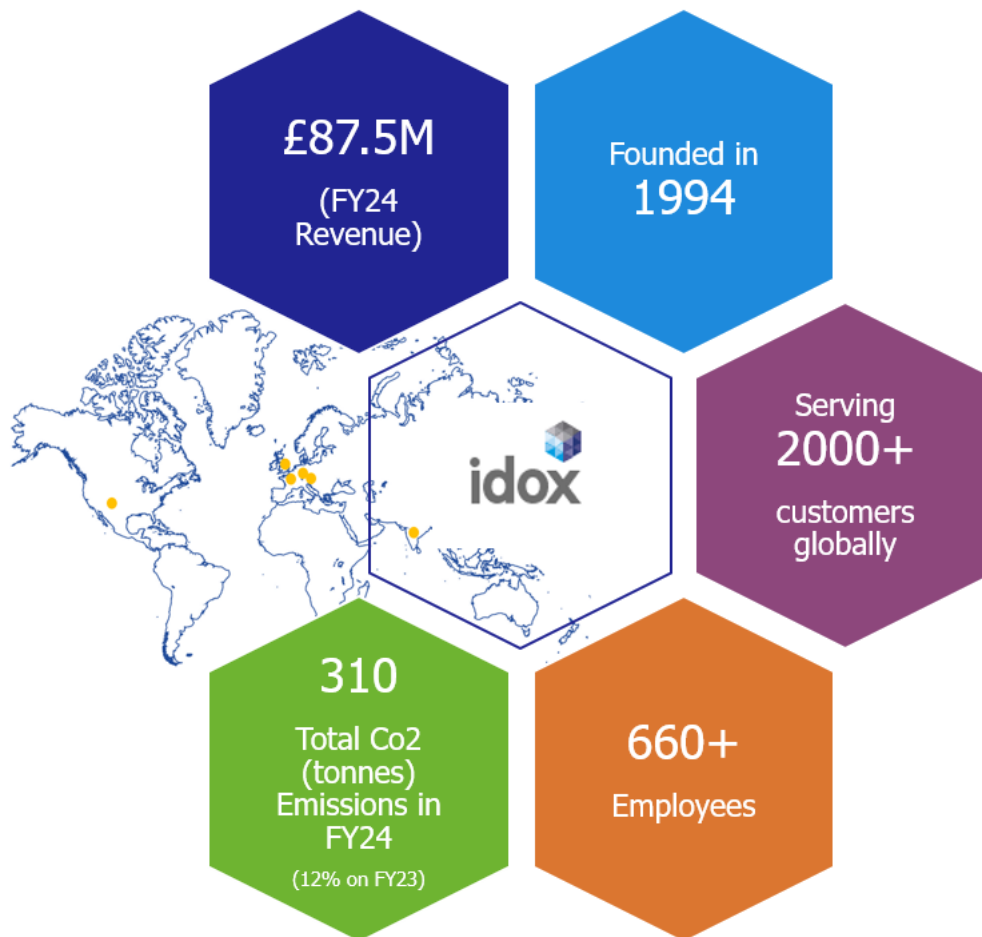
About Idox

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.



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.



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