



Cloud GIS Geospatial Platform as a Service

Service Definition

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Commercial in confidence

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Introduction

Service Description

This document provides the service definition for the Cloud GIS Geospatial Platform as a Service offered by Idox through the Crown Commercial Services G-Cloud framework.

The service detailed in this document was formerly offered by thinkWhere through the Crown Commercial Services G-Cloud framework. 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.

Software Built on Insight

Our Cloud GIS 'Platform as a Service' offers a quick, easy and cost-effective way to deploy and manage your geospatial data and applications in the cloud. We manage infrastructure provisioning and load balancing, providing you with access to our fully scalable geospatial platform, theMapCloud.

You can access the power of fully hosted and maintained instances of PostgreSQL, PostGIS, GeoServer and MapProxy, so whether you want to securely store raster images on the cloud; maintain your vector datasets in PostGIS; create data services such as Web Map Services (WMS), Web Map Tile Services (WMTS) or Web Feature Services (WFS) from your data; or custom, secure APIs, we have the technology and expertise ready to help.

Our managed platform can also provide you with the foundation for your web GIS applications. We will work with you to design, develop, deploy and support your custom development projects, optimising the benefits of our richly featured web services, data and component technologies to give you a fast-track approach to realising your GIS ambitions.

Features

- A fully managed cloud geospatial platform service
- Globally leading geospatial technologies
- Flexible, reliable, scalable and highly performant platform
- Built in security
- 24/7 availability with full backup and disaster recovery
- Instant access to extensive catalogue of existing geospatial data
- Provisioning of OGC compliant web services
- Cloud hosted on enterprise infrastructure from Amazon Web Services (AWS)
- Robust development environment for custom solutions
- On demand, dynamic scaling - proven, high-performance platform

Benefits

- Cost-effective - no need to invest in expensive infrastructure
- Reduced operating costs - no need to manage Cloud GIS infrastructure
- Future proofed – access to state-of-the-art cloud GIS infrastructure
- Time savings - rapid service provisioning and speed to market

- Guaranteed service quality standards
- Reduced risk - data security and resilience are taken care of
- Backed by a dedicated Service Desk.

Cloud GIS Service

Platform as a Service

theMapCloud platform is owned and managed by Idox and built upon Amazon Web Services. Typically, our customers use theMapCloud platform for secure storage of geospatial data and creation of web services for data sharing. Customers can consume the services in pre-existing desktop or web systems, build their own custom applications to consume the data, or commission us to create flexible, modern web applications with the data.

The underlying Amazon Web Services (AWS) infrastructure allows theMapCloud to offer truly flexible, reliable, secure, scalable and highly performant solutions, with theMapCloud offering a cost-effective solution.

theMapCloud offers flexibility in the underlying technologies, meaning we can enhance, upgrade and improve underlying components with no impact upon customer endpoints or applications. theMapCloud provides a service-oriented architecture accessible through fully documented RESTful HTTPS APIs. The platform supports industry standard OGC services such as WMS, WMTS and WFS as well as custom APIs, so it can seamlessly integrate with customer applications and systems.

As well as providing a resilient platform to host your business data, theMapCloud also contains an extensive library of fully managed UK datasets such as Ordnance Survey, and several hundred application ready third-party historic, demographic, topographic and environmental datasets which can be used alongside your own data.

The spatially enabled database of the platform consists of instances of PostgreSQL and PostGIS, configured and managed by Idox. The middleware tier for serving mapping consists of GeoServer and MapProxy. These are optimally load balanced and configured to ensure a reliable and scalable service.

theMapCloud is highly secure and offers protection via HTTPS encryption and token-based authentication. Data stored on theMapCloud is backed up using industry standard backup technologies and processes to ensure full protection of customer data.

We appreciate each customer's requirements are unique so we will collaborate to design, develop and support custom GIS and geospatially enabled web applications using the underlying power of theMapCloud platform to interoperate with your workflows and business processes.

We have extensive experience with business analysis, product management and the state-of-the-art cloud and geospatial technologies that underpin theMapCloud and can provide this additional suite of capabilities to help you fully realise your cloud GIS ambitions.

Interoperability

theMapCloud provides a service-oriented architecture accessible through fully documented RESTful HTTPS APIs. The platform supports industry standard OGC services such as WMS, WMTS and WFS as well as custom APIs, so it can seamlessly integrate with customer applications and systems.

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 Cloud Geospatial PaaS products, 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.

groundMapper

If you need a Cloud GIS solution, our groundMapper product is a leading-edge GIS Software as a Service (SaaS) application. It provides a rich suite of GIS capabilities to store, edit, interact, visualise, analyse, report and publish geospatial data. groundMapper is particularly suited to data sharing projects.

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.

Value Proposition

If you are looking for a quick, easy and cost-effective way to deploy and manage your geospatial data and applications in the cloud, or to work with a Geospatial partner to develop customer applications and services, we can assist you every step of the way. Our aim is to provide you with a fast-track approach that leverages our technology platform and geospatial expertise to help you 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 and geospatial data management, coupled with a range of applied industry experience across many different market sectors and use cases. In addition, our team has comprehensive cloud engineering, software development, architecture and design skills. Working with us, you will have access to leading technical and consultancy services, specialised expertise, guidance and problem-solving capabilities.

Fit-for-Purpose Solutions

We understand that every organisation faces unique challenges and goals. We work closely with you to ensure we understand the outcomes required to meet your specific needs. Whether it's quickly and simply ingesting your key geospatial data and serving it as OGC services or working with you to design and build your own customised solution, we will ensure that the outputs are tailored to your needs and are relevant to addressing your specific challenges.

A Platform Built on 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 and use this expertise to ensure our geospatial platform theMapCloud offers a truly flexible, reliable, secure, scalable and highly performant solution.

Integration

Geospatial data and software are typically part of a much larger information systems ecosystem. By using our Geospatial PaaS, we support OGC compliant web services and a suite of APIs that 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.

Risk Mitigation

Drawing on our extensive experience we can help our clients mitigate the risks associated with cloud GIS projects by providing an enterprise-level platform and associated professional services to help you realise your ambitions.

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.

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

theMapCloud is hosted on the Amazon Web Services (AWS) Elastic Compute Cloud (EC2) 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/>

Data Back-Up and Restoration

Our services are built upon a highly available, reliable, resilient, and secure hosted infrastructure. Nightly backups of database and raster storage volumes are performed to separate Amazon Simple Storage Service (Amazon S3) instances. In addition to data backup, geospatial middleware configuration settings are also backed up to separate storage volumes. 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

Our map and data services are hosted upon theMapCloud using Amazon Web Services (AWS) which is accredited to ISO 27001 standard for Information Security Management System (ISMS).

We recognise data management and security is of high importance to our customers. With dedicated and experienced in-house experts specialised in every element of security and compliance, you don't need to worry about keeping IT systems and data secure and maintained. Our platform is underpinned by the highest standards in data protection including Cyber Essentials and ISO 27001.

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. Typically, assessment of platform configuration requirements, data volumes and expected level of usage is defined and a fixed price will be agreed. We will then provide the customer with an organisation specific URL and access methods, and an invoice for the first 12 months subscription service payable in advance.

Where the platform is being used as the foundation for a custom development of GIS/geospatial web application, we will prepare a costed development proposal. Depending on the scale and complexity of the development work, we will agree project and payment milestones in collaboration with the customer. During build and deployment of the application we will define the associated hosting, support and maintenance charges which will then form the annual subscription.

Pricing Overview

Please see our pricing document.

On-Boarding

Requirements Definition

Upon receipt of an order an assessment of platform configuration requirements, data volumes and expected level of usage is defined in collaboration with the customer, forming a data migration and platform configuration plan.

Where bespoke application or service development is required, we will gather your initial requirements and may define a short discovery piece to set out your user journeys and user stories in appropriate detail. These consultancy services will be provided at the rates in our Government Digital and Data Roles document.

Data Migration

We always ensure migration of customer applications and data onto theMapCloud is as easy and straightforward as possible. This typically involves either uploading the data via the internet or the use of high-capacity hard drives, depending on the individual requirement.

Training

Depending on the use case, training requirements will vary for theMapCloud. Where required, we will define and cost a training plan in collaboration with the customer.

Additional Services

We can provide a range of additional, complimentary services to help with the onboarding of customers. E.g. If additional setup support is required for more complex deployment of theMapCloud consultancy can be provided at the rates in our Government Digital and Data Roles document.

Service Management

We pride ourselves in providing professional, high-quality management and support services to our customers. Our team of Service Desk consultants provide high quality technical guidance and advice, resolve errors and assist in the use of our products to ensure our customers maximise the benefits.

The team is also responsible for incident communication and management, ensuring that customers are informed and updated on any issues relating to service availability.

Our Service Desk provides technical support for incidents and problems including non-critical software defects under the terms of the annual support and maintenance subscription agreement. Our Service Desk is fully staffed and available Monday-Friday, 0830-1730 excluding public holidays on Christmas Day, Boxing Day and New Year's Day. The Service Desk can be contacted using telephone, email and our online Service Desk. The Service Desk portal is available 24x7x365 to log and track service requests.

Our Service Desk is based in the UK and follows a standard four-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.

Service Levels

Our Cloud GIS PaaS is provided 24/7 from a highly available, scalable platform. 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 agree to service credit agreements as part of our standard package.

Outage and Maintenance Management

Planned maintenance will be undertaken without disruption to live services. However, in the unlikely event that maintenance may affect live services a maintenance period will be scheduled and communicated to customers in advance.

Off-Boarding

Off-boarding from the service is achieved via a formal Service Desk cancellation process. This ensures any relevant user information is removed from the service, and all user data is deleted. Account termination is conducted in line with the published terms and conditions of the service, and data destruction certificates are available upon request.

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.

Termination by Idox

We will provide customers with at least 3 months' notice of Cloud GIS Platform as a Service termination.

We reserve the right to terminate Cloud GIS Map and Data Services without notice in exceptional circumstances, such as repeated breach of use conditions by customers after prior notification.

Termination by the Customer

If the customer does not wish to renew their subscription to our Cloud GIS Map and Data Services they must give a minimum of 30 days' notice prior to the contract renewal date,

otherwise the contract will continue for a further 12 months from the renewal date and a renewal invoice will be sent. Customers may cancel their subscription during the contract year, but no refund will be issued on unused transactional allowance in the event of early termination.

Customer Responsibilities

Customer Onboarding

The use cases for our Geospatial PaaS can vary from simply hosting and serving geospatial data as a service to using the platform for the development of custom web applications. Consequently, the customer onboarding journey will vary accordingly.

In general, to facilitate data onboarding and to support bespoke application / service definition and delivery (if applicable), the key customer responsibilities are to:

- Assign a key point of contact (or project manager if applicable) to regularly interface with the Idox project manager and to provide planning and coordination within their organization. In the initial onboarding stages, this will focus on clarifying data migration requirements (specifications, formats, volumes) and, where applicable, requirements for customer application and/or service development.
- Assign and coordinate any required internal resources in line with any discovery and implementation activities and timelines agreed.
- Ensure data is provided for onboarding to the agreed specifications e.g. consistency, quality, format and that any required data cleaning or conversion has been completed prior to submission to Idox.
- Review, feedback and sign off on project deliverables in an efficient and timely manner.
- Ensure that the agreed commercial arrangements are serviced in an efficient manner e.g. provision of Purchase Orders, deliverable sign-off, invoice approvals.

Terms of Use

theMapCloud platform service must:

- Be used solely for internal business purposes, not for commercial gain or personal use.
- Only be used by registered employees or contractors of the organisation subscribed to the service.
- Not be disclosed outside of customer organisations.
- No automated programme may be implemented to systematically download map images from theMapCloud
- Customers must comply with all data usage and copyright terms and conditions relating to the use of commercial data e.g. it is the responsibility of the customer to include appropriate copyright information for any map data used from the theMapCloud.

Customer Offboarding

Customers must ensure they stipulate requirements for the return of data at the point of notifying contract termination (note: additional costs may apply).

Technical Requirements

Client-Side Requirements

- Data must be provided for ingest in accordance with the specifications agreed during onboarding.
- Data must be provided to Idox for ingest using an approved, secure transfer mechanism as agreed during onboarding.
- Where applicable, confirmation of Ordnance Survey data product licensing arrangements and products covered.
- A quality internet connection with ability to restrict 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 of 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 usage, 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

Our platform, theMapCloud, 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.

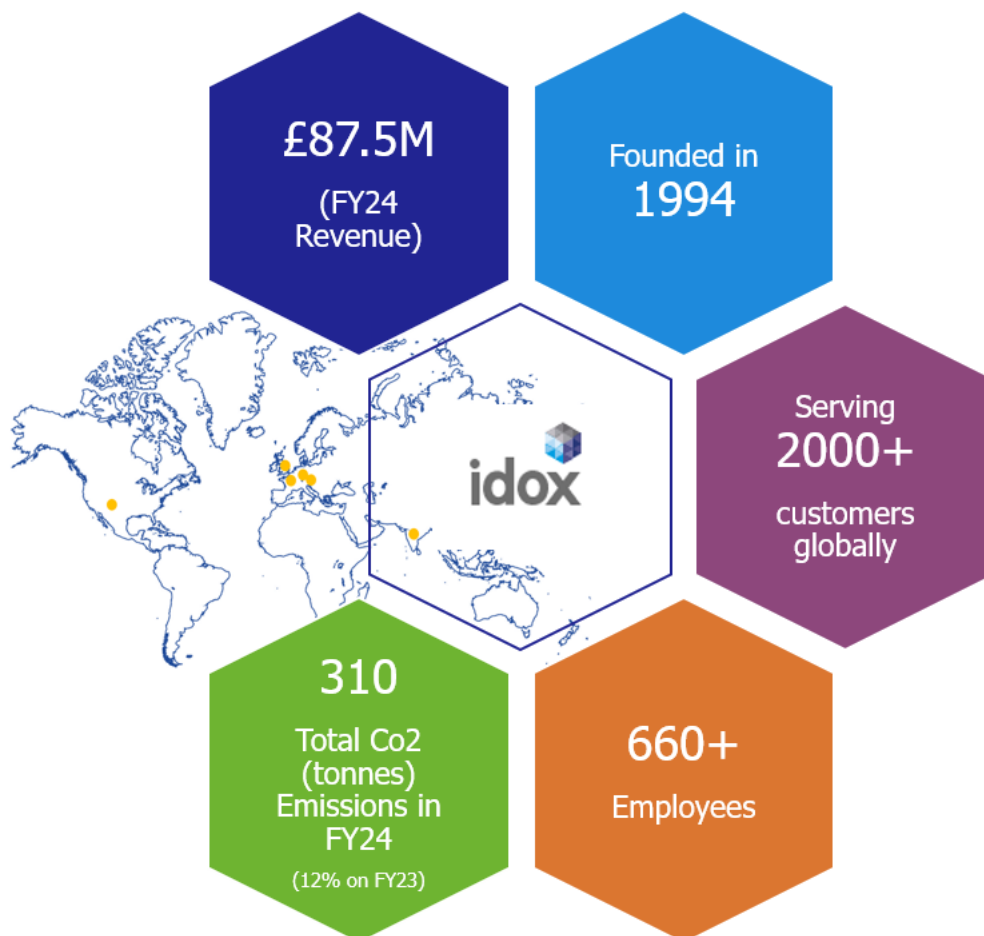
About Idox

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.



Certificate No 123912021



Certificate No 91362020



Certificate No 263672020



Certificate No 180572021



Certificate No 263662017





Case Studies

EuroGeographics – Open Maps for Europe Portal

EuroGeographics is an international, not-for-profit organisation representing Europe's National Mapping, Cadastral and Land Registration Authorities. The Open Maps for Europe project commenced in 2021, funded by the European Union, and leveraged the capabilities of theMapCloud to provide a new online geoportal provide free-to-use geospatial data, mapping and services from more than 40 countries. The solution provides a secure and stable data infrastructure with a highly intuitive online interface for discovering, viewing, licensing and accessing the open datasets as downloads and OGC compliant web services.

Today there are over 5,000 registered users with around 6000 dataset downloads and several million service transactions. Open Maps for Europe now drives applications for the benefit of European and global sustainability, safety and environment. One such example is the United Nations use of the open datasets for decision making, the development of the 2030 agenda for sustainable development and for their crisis response.

<https://www.mapsforeurope.org/>

National Collection of Aerial Photography

The National Collection of Aerial Photography (NCAP), part of Historic Environment Scotland (HES), is one of the largest archives of aerial imagery in the world, containing tens of millions of images featuring historic events and places around the world. To service the growing addressable market for historic aerial images in an efficient and sustainable manner, NCAP commissioned Idox as their technology partner to deliver a new eCommerce platform to enable the public to find, view and buy digitised images from their growing archive.

Building on the capabilities of theMapCloud, the new NCAP platform is due for public launch in mid-2024, providing the user with a simple and intuitive user interface and a fully automated user-experience, enabling online payment and automated fulfilment of customer orders for images.

Contact us

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