



# StatMap

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**eVO™**

## Earthlight Public GIS

**Enterprise advanced public-facing web-based  
Geographic Information System**

### **Service Definition**

StatMap's eVO is a single enterprise technology platform for intranet and internet GIS, spatial analysis, data management, data creation, routing, editing, addressing, mapping, and INSPIRE services.



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Commercial  
Service  
Supplier**

## 1. Introduction

This document provides details of the Service Definition for the Earthlight Public web GIS (or public-facing GIS) SaaS which is provided by StatMap Ltd and made available for procurement by for public and private sector organisations through the Government Procurement Service's G-Cloud 14 Framework.

### 1.1 Earthlight Public public-facing GIS

#### *Shining a new light on your data, operations, strategy and business*

Using and enabling web GIS / public-facing GIS services in the Cloud has never been so easy, straight-forward and powerful.

Because Earthlight Public (as with the other products in the EVO technology platform stack) designed from the ground up to be run as HTML-based services, consumed as a JavaScript client, migrating to the Cloud is seamless and without pain.

### 1.2 Service Overview

Earthlight Public is our complete web GIS solution – and is part of the eVO Platform stack of products - allowing users to build location-aware applications to solve common business problems with no programming required. Earthlight Public is efficient and cost effective and can be used without the need to employ expensive consultants or software developers – and an excellent way of helping the public-sector in achieving Channel Shift.

Standard 'out-of-the-box' functionality is provided for providing very common requirements of satisfying 'Where is my nearest', 'Report It', and 'My Maps' type of applications. It provides a clear and easy channel for communication through mapping and spatial data. Two-way workflows are achieved: as well as imparting information to members of the public, it also provides – through the provision of reporting and consultation tools – to capture information directly from members of the public who wish to report / impart information to or interact with the council.

### 1.3 Complementary / Additional Services

Along with our Earthlight Public, StatMap also offer complementary SaaS products – and all of which are offered as individual services which can be procured via the G-Cloud 14 Framework.

These can be used and utilised in addition to or independently of Earthlight Public SaaS.

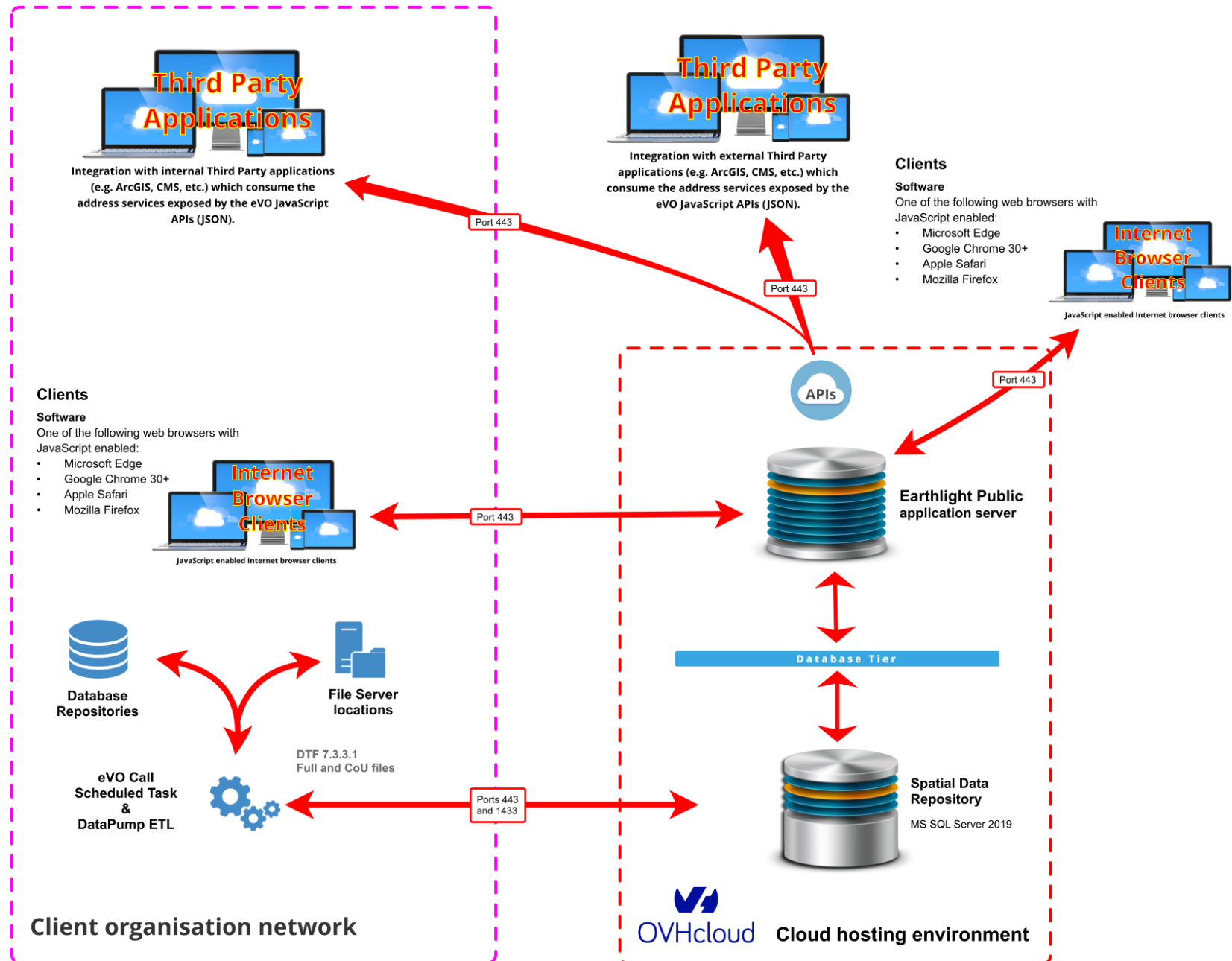
If Earthlight Public is used in conjunction with Earthlight SaaS, the Earthlight Cloud interface provides a convenient way to centrally integrate control of Earthlight Public and any of the other SaaS applications which make up part of the StatMap EVO technology platform software stack: Earthlight Public, Cluster and Meteor.

In the absence of an Earthlight subscription, dedicated Earthlight Public controls are provided for building and developing the services.

The architecture of Earthlight Public on the OVHcloud and Microsoft Azure hosting platforms is shown to the right.

Further details of the overall architecture of the eVO Platform can be gained by observing the diagrams provided for our other services also offered via the G-Cloud 14 Framework.

**Note:** eVO Spatial Data Repository is the central spatial database for all eVO Platform applications.



## 2. Hosting assurance



OVH Cloud UK Data Centre (located in Erith, Kent) is the default physical hosting data centre for all of StatMap's Cloud SaaS applications.

The performance metrics of OVHcloud is widely published, including 99.95 percent availability and 24/7 tech support and health monitoring.

### Server specifications

Private Cloud, single tenancy instance, whose standard technical specifications are as follows:

- 16 GB memory
- 4 cores
- 300 GB of storage [C: 100GB (including 10GB of Spatial Data Repository storage and D: 100 GB) – the D:\ drive is a temporary drive].
- 64-bit platform
- I/O Performance: standard
- 1 TB monthly bandwidth usage.

We offer additional processing power, high-availability and resilience options. This allows deployment of multiple eVO application instances, accompanied by software load balancers and other services to ensure that the service can better withstand periods of high activity and/or the failure of one node. These are available by buying one or more units of Additional Cloud Compute Capacity, depending on the configuration you need.

Persistent storage can be expanded for customers by attaching additional drives at a price of £150 per annum for 50GB (equivalent to £3 per GB per annum, or £12.50 per 50GB per month).

### Failover Security

There are standby and global fail-over options, hot and cold standby models as well as rolling reboot capabilities that work out of the box.

While this may not be something that is a daily issue to a business, it is definitely something that you can confidently know is happening in the background.

Both OVH Cloud and Azure offer continuous security-health monitoring.

Both OVH Cloud and Azure a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2.

All data traffic is served between server and client (and vice-versa) entirely encrypted using the SHA2.0 protocol.

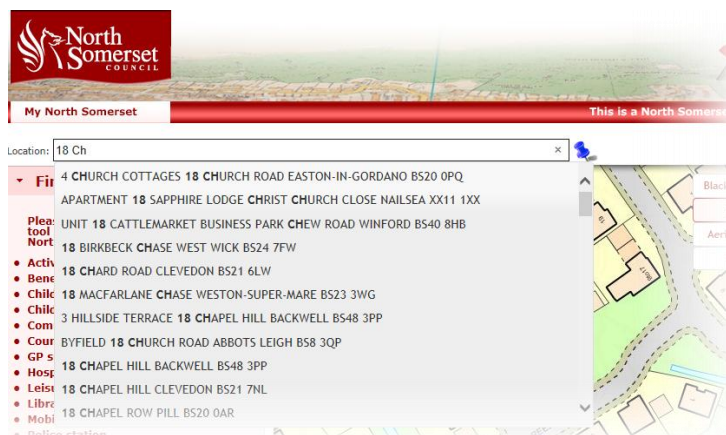
The hosting server infrastructure is built to adhere to the TIA-942 Tier 3 level secure data centre, utilising proven industry standards throughout.

### 3. Service Feature highlights

- **Out-of-the-box solution:** Enables you to create professional web GIS applications. No more worries about HTML coding, JavaScript programming or cross-browser compatibility.
- **Rich APIs for integration:** integrate the power of Earthlight Public and spatial data into other business applications (e.g. CRM, CMS) using the rich JavaScript APIs available.
- **Fully scalable and configurable:** Design your customised applications in just a few clicks. Change colours, add custom tasks and publish new maps or integrate Earthlight Public with other systems in a few simple steps.
- **Unrivalled performance:** Enjoy the Earthlight-like performance in your public-facing Earthlight Public applications. The highly-scalable eVO application server sub-second drawing engine which powers Earthlight Enterprise GIS is also used for rendering in Earthlight Public applications.
- **Full layer configuration and styling:** Earthlight Public provides clients have full control over the configuration and styling of layers (including OS and Open Data background layers – meaning that they can alter default settings, if desired.)
- **Pre-populated forms:** Enhance data quality and decrease data entry time by prepopulating forms with the user address. New addresses can be automatically added to the form by providing even a partial search.
- **Sharable links:** maps can be linked to and shared by using URL shortcuts (which can be e-mailed or posted in website text).



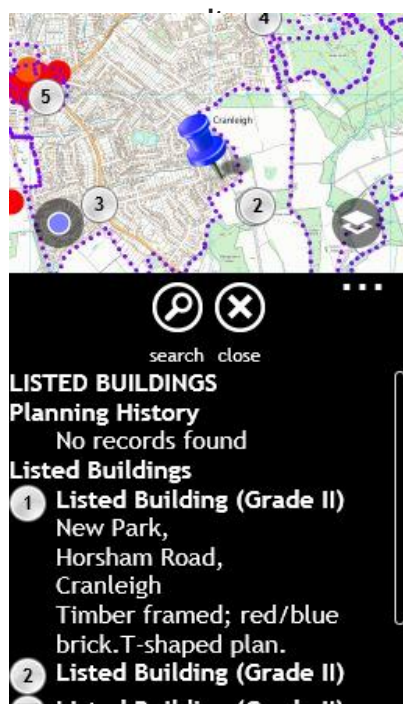
- **Instant gazetteer access:** Search your chosen gazetteer(s) instantly and display geo-coded locations with ease. Search as you type feature provides immediate results.



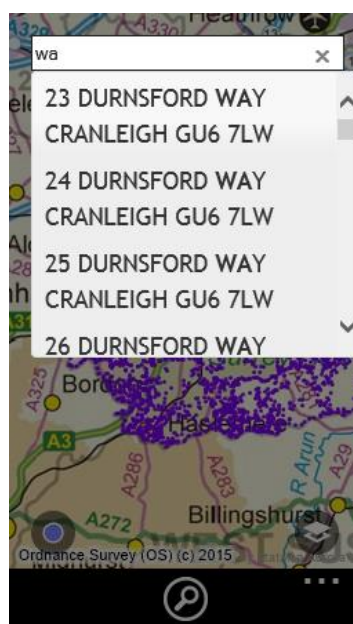
- **Partial address matching:** Smart address matching finds desired addresses quickly, even for incomplete, badly-formatted queries. Where the postcode is SW16 2LD or just sw162ld, Earthlight Public will correctly recognise and process it.
- **Built-in form Editor:** Create customised user forms with your own fields, watermarking and user hints. Control every aspect of forms by drawing them from scratch or just specify desired fields and the layout will be generated for you.
- **Styling of Interface:** The client interface can be styled using either the styling controls within Earthlight Public (building a CSS 3.0 compliant style sheet) or applying your own externally defined CSS.
- **Workflow builder:** workflow tool builder enables workflows and tasks which allow users to report new issues or apply for additional services. From reporting abandoned vehicles to applying for bulky items collection – everything can be set up instantly without programming.
- **User input validation:** Ensure data quality and business constraints thanks to input validations – ensuring no more empty telephone number fields or missing address information.
- **High quality maps:** Earthlight Public enables the publishing of complex thematic layers, engaging terrain maps or highly detailed aerial photography in an easy and unified way.
- **Links and images:** Enrich your search results with links and images. Adding photographs and picture of monuments and buildings or providing direct links to libraries' websites has never been easier.
- **Accessibility:** Scalable fonts, high-contrast settings and text reader APIs provide a high level of accessibility to people who are visually-impaired.
- **Symbol gallery:** High quality, true-colour symbols with semi-transparent shadows which were designed specifically for your industry / organisation.

- **Customisable prints:** Defined customised print templates and take full control over their contents, styles and copyrights. Merge search results like addresses with maps and graphic to provide compact yet specific documents.
- **Find nearest queries:** Define complex queries involving dozens of layers. Just select required layers, specify buffers – if needed – and obtain extremely fast queries in your Earthlight Public applications.
- **SI and imperial units:** spatial results are provided in both SI and imperial unit measures.
- **Mobile device 'Responsive Design' and GPS Locator:** Earthlight Public provides mobile phone compatibility, enabling features to be accessed – such as 'Where is my nearest' – when users are out and about using the GPS Locator functionality.

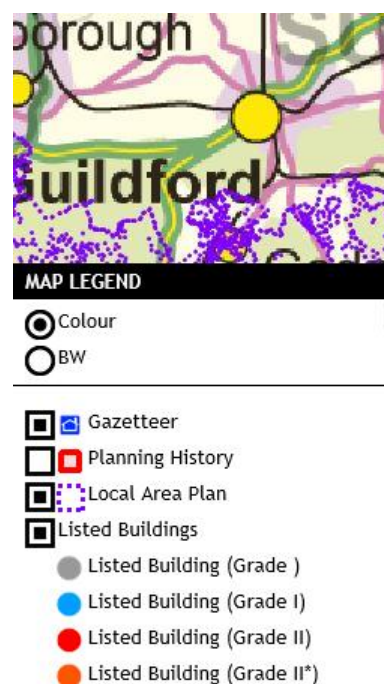
Find my nearest/drill down re-



Address search



Legend (via layer icon)



#### 4. Service Benefits highlights

- **CRM integration:** Linking Earthlight Public with your CRM enables you to enjoy hassle-free data transfer of public queries and requests for service provision to be put straight into your back-end systems. The direct connection enables live integration of public Earthlight Public GIS applications with your existing infrastructure.

- **Data propagation:** Push user data gathered by Earthlight Public through your whole organisation. The fill-in reports or user queries can automatically send via e-mail, stored directly in the database or instantly pushed to your CRM.
- **Channel Shift:** Earthlight Public enables the public to obtain services via centralised web channels – connecting directly to back-office systems.
- **Efficiency:** share data and collaborate with parish and community councils, members of the public, other community groups, etc.
- **Saving of licences:** because of the versatility of Earthlight Public as a public-consultation forum, expenditure on maintenance licences (and their support) for other third-party applications can be dispensed with.
- **Consultancy included:** If clients do require assistance or consultancy in setting up workflows in order to improve their business processes, StatMap will assist in this development as part of the user contract. Improvements and lessons learned will be shared with the entire user community.
- **Intuitive and Engaging:** software ideal even for 'non-technical' personnel.
- **High Productivity:** very quickly develop new business workflow applications.
- **Democratize:** disseminate your business / spatial data to an unlimited audience.
- **Independence:** create new maps and applications independently of hardware.
- **Full training documentation:** printed documentation and on-site training available.
- **User support forum** for all StatMap client users enables a free flow and exchange of ideas, information, questions and answers.
- **Overcomes** traditional drawbacks of obsolete data, inefficient workflows and costly solutions – and it removes overheads which bog down already overburdened I.T. resources and management.
- **Offers speed, flexibility and scalability:** enables faster agile development to software in its remotely hosted environment, delivering upgrades and development of new features in a timely and efficient manner: remembering that all specialised development to meet client need is delivered as a standard part of the annual maintenance and support contract.
- **No capital expenditure** is required for hardware or long-term licence purchases required: services are purchased over the short / medium term.

- **Create and publish all mapping**, via Earthlight Public. Data from many sources can be combined, including geo-referenced business systems (e.g. revenues, benefits and health related address-based datasets).
- **Mobile capability**: enables users to use forms to report to back-office systems – e.g. CRM – such things as locations of potholes, fly-tipping, abandoned cars, anti-social behaviour, etc. – using GPS Locator to save and send coordinates.

## 4.1 Implementation example and further features

For an example of the implementation of integration of Earthlight Public – via JavaScript APIs - into an existing CRM interface, and further feature discussion, please see Appendix A at the back of this document.

## 4.2 Service applicability

### 4.2.1 Public sector users

We have made it our business to respond effectively to the changing nature and demands of the public-sector, enabling business applications to be built and adapted by local, county and unitary government to provide support and enhancement within all areas of operation, including amongst others:

- Social (Adult and Children's services) and Health Care management (NHS regional trusts)
- Transportation and Highways
- Emergency Planning and Flood Management
- Local Development Plan / Local Development Framework policy planning, Development and Building Control
- Environmental Protection / Health
- Economic Development
- Housing Strategic Planning
- Library services
- Sports and Leisure services
- Archaeological services
- Vehicle fleet tracking and monitoring
- Estates management
- Amenity area planting and Landscape Management

## 4.3 Limitation-free usage

### 4.3.1 Unlimited transactions

As with other Cloud-based StatMap products, there are unlimited transactions, meaning that prices do not increase with increased transaction traffic. Usage is unlimited for clients, meaning that we don't penalise you for being successful and ambitious.

## 4.4 Product Upgrade Cycles

StatMap undertake a constantly eVolving software development programme – meaning that Earthlight Public (and all other StatMap products within the EVO technology platform range) is subject to upgrade at regular six-monthly cycles.

All existing clients are entitled to all upgrades in accordance with their subscriptions. This is a smooth and painless process, with simple 'stop and restart' of all services to allow the new service to be made 'LIVE' to all users within an organisation.

## 5. Base Mapping

StatMap provide all cloud-hosted SaaS services with a full OS PSGA hosted and maintained base mapping service. This includes national coverage of OS MasterMap. StatMap is an official Ordnance Survey Business Partner, and we are able to keep our clients up-to-date with the latest Ordnance Survey product releases.

Additionally, a national coverage is provided for OS AddressBase Premium which can be incorporated into Earthlight as one of the multiple gazetteers that can be used simultaneously by Earthlight Public.

### 5.1 National Addressing Infrastructure

Various gazetteers can be uploaded and used by the client, such as the NLPG, OSMA and AddressBase™ gazetteer data. Essentially, any geo-referenced gazetteer (including free and open-source products not listed above) can be used by subscribing organisations. Gazetteers can be configured by the client administrator for different users and groups, depending upon the elements of most relevance to that particular user or user group.

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Clients who are members of the public service PSMA or OSMA agreements can utilise UK-wide OS AddressBase™ address gazetteer.

## 6. On-boarding and Off-boarding

### 6.1 On-boarding

StatMap will create a new service which is specific to the client organisation and isolated from services of other client organisations.

To commence the service, StatMap will need to be in receipt of a purchase order or direct payment from the client organisation. Normal payment terms apply, whereby payment should be made within 15 days of receipt of the invoice from StatMap.

#### 6.1.1 Data Standards

For new clients, StatMap will provide various means of importing data onto the hosted server. Importation tools provided through the Earthlight Public administrator client interface enable data in the following formats to be uploaded to the database:

- i) ESRI Shapefile;
- ii) MapInfo mid/mif;
- iii) MapInfo tab;
- iv) Comma Separated Values (.csv).

If the client is an existing client of StatMap and wishes to migrate their self-hosted version of Earthlight Public to the Cloud, StatMap will manage this transition process as part of the contract.

#### 6.1.2 Data Importation

A step-by-step process will be employed for all clients (which can be altered to provide a more tailored and customer-led approach, if desired):

- Step 1:** Review any existing data deployment and replicate an effective structure on the StatMap hosting environment;
- Step 2:** Client testing – the client will be able to test their in-place processes within the hosted Earthlight Public software;
- Step 3:** The client can then upload their data using the Earthlight Public interface upload tools;

**Step 4:** It is up to the client when they wish to go 'Live' with the software throughout their organisation. Constant support will be offered throughout the process.

### 6.1.3 Styling and layer configuration

StatMap will provide a full library of styles for users to use as a base, and will supply base styling schema for users of standard base vector data. Assistance with styling and configuration of layers and data will be provided as part of the service contract.

### 6.1.4 Training / Consultation

System user / administration documentation and on-line support in the use of the software will be supplied. As StatMap understands that clients will require different types of training and instruction, based upon their individual circumstance, we will tailor any training to your individual requirements – based upon user scenarios and actual sample client data.

Training is charged on a day rate, will allow up to 4 participants to attend – and will be provided at the client's offices. Details of pricing for training and any associated consultancy are contained within our pricing documentation for this service.

Should clients need specific assistance / consultation in developing workflows, StatMap will provide assistance as part of the normal service maintenance contract.

### 6.1.5 Service development

StatMap base our service development entirely upon our clients' business needs and seek continual requests for development of features and functionality. We discuss the forthcoming development roadmap via our dedicated user and our annual national user conferences. We accept suggestions and requests via our technical Support Centre, where issues, requests and questions are submitted to the StatMap development teams.

## 6.2 Off-boarding

For the cancellation of a service, StatMap require a one month notice period (which will be chargeable to the client under the normal pricing and payment structure). The cancellation must take the form of a formal notification, delivered via e-mail to our main support e-mail address.

### 6.2.1 Steps for off-boarding client data

In the event of a contract simply expiring, unless otherwise renewed within 7 working days of the date of expiry (and outstanding fees due to StatMap for the service hosting of those 7 working days settled in full), StatMap undertake to:

- i) Withdraw all client access to StatMap's SaaS facility for all StatMap products.
- ii) Copy and place all client data onto a full database schema file (in the form of a SQL file), incorporating spatial data in Well Known Text (WKT) format. That data can then be uploaded onto any separate database of the client's choice.
- iii) All data will be additionally copied to ESRI Shapefiles (where the file format restrictions permit).
- iv) If requested, StatMap will also supply data in the form of text files, using WKT format for representation of the geometry field.
- v) All data will be sent to the client on encrypted media.

Once the client is satisfied that all data has been adequately returned and that it has been safely uploaded onto alternative storage locations, the client will inform StatMap that they are in agreement to have all data relating to their organisation removed in its entirety from the hosted server – thus protecting the business interests of the client.

Time limits will be in place, and if the former client does not communicate to StatMap within an agreed period, the data will be removed after copies have been taken and sent to the former client.

If notice of more than one month is provided in advance, an alternative process – and one more suited to the client's needs – can be negotiated and agreed with StatMap.

## 7. Technical Requirements

The only technical requirements that clients must adhere to is to connect to the service via a Broadband connection, and that the user must meet the minimum modern browser requirements:

- Google Chrome 30+;
- MS Edge;
- Mozilla Firefox;
- Apple Safari;
- Opera.

## 8. Trial Service

This option is not available.

## 9. Monitoring of Service use in real time

Client administrators can monitor to see who is using the service at any particular time. Full and live logging information is available through the Earthlight client interface controls to those with appropriate permissions (granted by the client administrator), providing data upon use of the service (and individual elements of functionality) by individual users, layer modification history and use of map projects. Information as to who is logged into the system is also available at the click of a button.