

XMAP

COST-EFFECTIVE AND SCALABLE
GIS SOLUTIONS

Cloud-hosted PostGIS Database

Service Definition

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2. OUR QUICK INTRO

“Your time is precious so let us cut to the chase. The worst thing we see within Local Government is when GIS data is fragmented and not under control.

Having datasets sitting in different locations, even on someone’s own computer is a recipe for disaster. GIS data needs to be definitive and a single-source-of-truth.

Our cloud GIS database service gives you the opportunity to become a GIS data dictator (in a good way!).

With your GIS data all in one place, your entire organisation can consume it and edit it (where allowed) to give a powerful resource for insight, analysis and joined-up working.

This package comes with a powerful map publishing tool as well, meaning your data can connect to many different back-office systems easily.

The councils where we’ve deployed these database can move their focus from fire-fighting to proactive analysis, and that’s brilliant to see. We’d love to help you do the same.”

Chris Mewse, Managing Director

3. INTRODUCTION TO GEOXPHERE

3.1. OUR APPROACH

We believe geospatial data and tools have a place in all aspects of UK Government, so we've designed services that break down as many barriers as possible to give GIS data and capabilities to your whole organisation, and where applicable, the public.

Our suite of XMAP services have been designed to be low-cost, practical and high performance.

When you subscribe to an XMAP service you're not just getting the service, you're getting our entire team. We maintain close relationships with our subscribers to make sure you have the best service possible and the best experience for your users.

3.2. OUR SOCIAL VALUE

We take the principle of providing social value seriously, so have created our very own organisation dedicated to focusing on delivering positive change for UK Government.

Local Authority Technology Community Interest Company receives subscription revenue from our services and spends it things we believe add value, including;

- Subsidising **regional events** to make access to services and information easier locally and breaking down barriers to opportunity (in 2025 we contributed to over 30 events),
- **Investing in software** and technology to improve how Local Authorities operate, thus being a catalyst for economic growth (such as Hub, the public information portal),
- Using reserves to suppress and **discount services**, and,
- Switching our own, and customer services over to **100% renewable technology**.

3.3. WHY CHOOSE US?



Enthusiastic and responsive team. We care about how geospatial data can be used to solve everyday problems. It's not about GIS for the sake of GIS, it's about the answers. We'll bring your ideas into our roadmap, and quickly resolve any issues you have.



High quality cloud-first technology. We've created cloud-based services since 2007 and we lead the way in delivering reliable and scalable cloud geospatial services. Our software requires no local infrastructure, and is perfect for remote working.



We own our software. Our software continuously improves. We've built everything in-house using open source and homegrown components. We don't have to rely on a parent company for updates or improvements. Our development is customer focused.



Clear, competitive, no-nonsense pricing. All our services have been priced to easily demonstrate a return on investment. We don't have hidden extras, lock away extra features or have different tiers for different levels of performance.

4. SERVICE OVERVIEW

4.1. OVERVIEW

This service provides a scalable cloud-hosted PostgreSQL database with the PostGIS extension. It's coupled with a powerful map publishing engine to give you a quick, cost-effective, reliable and no-nonsense approach to achieving top-class GIS infrastructure for your organisation.

This cloud database, utilising open source technology and the latest security will allow you to create a single location for all your geospatial data. This is especially important if GIS data is spread across an organisation with duplicates and inconsistency.



This database is GIS agnostic, meaning it is compatible with the vast majority of GIS applications in the open source and commercial sector. We would, of course, recommend pairing this database with XMAP Cloud GIS, Hub and QGIS desktop, but any

4.2. SERVICE BENEFITS

- **Manage your single-source-of-truth.** A cloud-hosted database allows you to get your GIS data under control. Ensure your end users are accessing the latest, definitive version of your organisation's data, and confidently retire local copies of data.
- **Create powerful spatial connections.** Utilise the power of a true database to connect tables of data together to give you a better understanding of your data. No more duplication and additional data management. Not sure how to do this? Don't worry, the Geosphere team provide guidance and practical steps to achieving your goals.
- **Greater resilience of data.** Bringing your data into a highly performant database means your day-to-day business operations work smoother and faster.
- **Greater control of data.** Removing duplication of datasets held by users is critical to improving business processes and quality of service for residents.

4.3. SERVICE FEATURES

- **Cloud-hosted spatial database.** The benefit of your database being cloud-hosted is that it aligns to many Government organisations' cloud-first approach, and is compatible and connectable to a wide range of systems.

- **Security and permissions management.** Being a cloud-based, open source database doesn't mean it's insecure. In fact, quite the opposite. Our databases have the latest encryption and permissions management ensuring your data is consumed by the correct systems and users.
- **Highly resilient and performant.** We aim for 100% uptime for our systems, and consistently achieve greater than 99.99% uptime. That's equivalent to less than 52 minutes of downtime a year (and most of that is overnight!).
- **Compatibility with wide range of GIS systems.** PostGIS is a great technology to use as it's widely used in production environments for fast and secure databasing. It's supported by the open source community and keeps pace with latest developments. Typical connections include QGIS, XMAP, web maps, Geoserver, and a host of back office systems.
- **Compatible with XMAP's GIS ecosystem, including Hub Public Information Portal.** Whilst your cloud database can be used with any GIS system, it's compatible out-the-box with Geosphere's XMAP GIS ecosystem. The Geosphere team ensure it's connected correctly.
- **Direct access through Database managers.** To administer your database you can utilise pgAdmin, DBeaver, QGIS or other compatible database managers.

5. DATA MANAGEMENT

5.1. BACKUP & RECOVERY

SUPPLIER-SIDE

Geosphere operates a backup and recovery system that takes rolling backups which are then systematically stored in another location off-site to the main application.

CUSTOMER SIDE

In the event of any customer loss of data where the XMAP system has a copy or backup, we will provide a re-supply of the latest copy available. This excludes deletions made through the XMAP Admin Panel.

5.2. DATA SECURITY

XMAP is hosted on high security cloud servers. Only key senior personnel have access to the hosting environment. The XMAP suite has been penetration tested by qualified external bodies at the request of customers.

6. JOINING AND LEAVING THE SERVICE

6.1. SIGN UP

Once a request is made to join the XMAP service, a member of the Geosphere team will be in contact to discuss the contractual and technical aspects of the sign up process.

In most cases, 80% of the system can be established on day 1.

A start date will be chosen for the on-boarding process. This is usually made as part of a face-to-face virtual or online meeting but can be implemented within a day if necessary.

6.2. TECHNICAL DEPENDENCIES

To be able to use XMAP, the customer must have one of the following Web Browsers and a high speed Internet connection;

- Edge Stable Channel
- Firefox Stable Channel
- Chrome Stable Channel
- Safari Stable Channel.

It is recommended that the customer have a broadband connection with a minimum of 2MB download and 1MB upload speed.

6.3. ON-BOARDING

A new customer account is created immediately, and a plan is laid out for the initial deployment and the company-wide roll-out.

The deployment process includes:

- Branding of the account
- Establishing base layers and public sector data feeds
- Consultation on structure of user accounts and profiles
- Batch creation of user accounts and profiles
- Training of administrator on Admin Dashboard
- Training session for department representatives

6.4. OFF-BOARDING

Any map data created or edited with XMAP will be supplied back to the customer in the event of ending their subscription to the service. The data will be made available in common, open file formats unless otherwise specified by the customer.

6.5. END OF CONTRACT

At the end of the contract the customer will have no further access to the service and all logins, public feeds and public-facing maps will be terminated.

7. AVAILABILITY

7.1. PERFORMANCE

XMAP services are hosted on virtualised cloud servers. They provide both a highly available and scalable hosted solution with no single point of failure. Geosphere offers 99.9% SLA on its services and has a 99.999% SLA for its ISP backbone infrastructure.

Geosphere cannot provide a minimum download time for each map refresh due to the variations in customer's Internet connections. However, test show that under normal conditions on a Broadband connection map refreshes take less than 2 seconds.

7.2. AVAILABILITY

XMAP is available to use 24 hours a day, 7 days a week with a 99.9% minimum uptime.

7.3. PLANNED MAINTENANCE

All maintenance and updates to the hardware and software will, where possible, be carried out outside of normal working hours to mitigate the risk of any disruption.

Planned downtime events will be communicated to the customers with good notice.

Status of services are available here: <https://status.xmap.cloud>

8. SUPPORT

8.1. SUPPORT HOURS

Remote support by email will be provided between 0900 and 1700 Monday to Friday, excluding Public Holidays. The customer will also have a dedicated point of contact for specific contract or product queries.

8.2. SUPPORT TICKETS

Geosphere assigns a Point of Contact to the customer. This ensures customer issues are dealt with in a personal and considered way.

Geosphere provides fast, unlimited off-site support through our ticketing system.

8.3. KNOWLEDGE BASE

The Knowledge Base has self-service tutorials and guides to help with using XMAP.
<https://support.geosphere.com/portal/en/kb/geosphere>

8.4. GENERAL SUPPORT

Geosphere engages with our subscribers to ensure they get the best possible service. We conduct regular reviews and vary meeting schedules and calls as per the client's requirements.

9. REFERENCES

References available on request.

10. DEMONSTRATIONS

To request a demonstration email support@xmap.cloud. We'll set up a fully-featured account and give support to help establish workflows and dataset management as required.