

XMAP

COST-EFFECTIVE AND SCALABLE
GIS SOLUTIONS

Hub – Public Information Portal

Service Definition

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2. OUR QUICK INTRO

“Your time is precious so let us cut to the chase. Hub is a forward-thinking standalone service that was built to give Local Authorities a public portal for presenting accurate, real-time information to their residents.

We rebrand it to fit to your existing website look-and-feel so the customer doesn’t feel like they’ve left your site, and we connect it to your GIS data behind the scenes.

The end result is a fast, accessible and useful portal for residents to find information.

We utilise the Unique Property Reference Number (UPRN) in the URL, so if a resident bookmarks their page, it will never forget their address. Critical when the bin van is coming and you need to quickly check what needs to go out!

We can get Hub up and running for you in a matter of days. This is a no-brainer addition to your GIS ecosystem.”

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

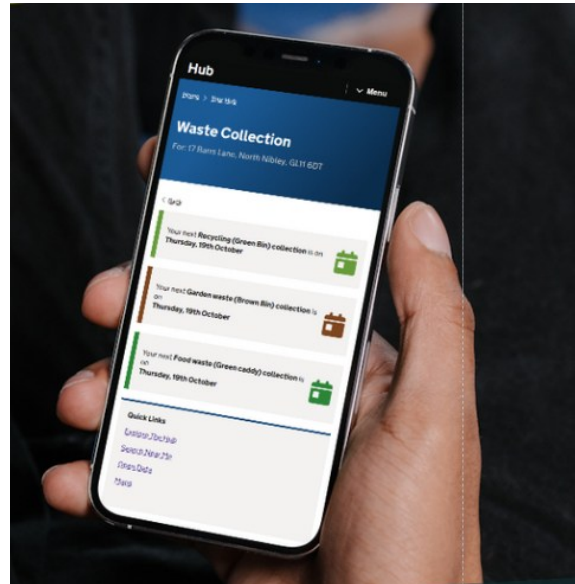
4.1. OVERVIEW

Hub gives Local Authorities the facilities to do more with information and data.

- **‘Property Information’** - Give residents answers to real-time information about an address.
- **‘Open Data’** - Publish Open-Data and keep it automatically up-to-date. No coding required.
- **‘Map-Directory’** – List all the maps published by the council listed and searchable in one place.

Hub is a powerful set of features that makes sharing and disseminate information and data easy, without the need to manage or update software. Hub is fully hosted and built on the Government Design System.

With wider integration with our XMAP ecosystem Hub automatically updates when your data does, facilitating that single source of truth.



4.2. FEATURES & SERVICE BENEFITS

- **Property Information.** Offering a 'Find My Nearest' user experience based on an address search and UPRN lookup. You choose the Channels of property Information you want to share, Planning Applications, Building Control Records, Democratic Information, Polling Stations, Local Plans or Waste Collection. Build in links to your CRM, report it forms, documentation, embed photos, maps or more. Using UPRNs in the URL structure allows residents to bookmark pages, meaning they can revisit the information they want in a single click.
- **Open Data.** Save time and resources by using our simple Admin Panel to publish Open Data in GML, GeoJSON, zipped SHP and GeoPackages all automatically. Data updates are taken care of automatically and on a regular basis. Metadata is taken care of by us and customers can opt to have integration with data.gov.uk and publish the data as wms/wfs feeds.
- **Map-Directory.** Allow residents to find the maps they need quickly and easily, with a centralised and searchable list of maps. Customers can update list of all the maps that they publish (interactive maps or PDFs etc) or share links to useful maps procured externally to the council, such as the ONS.
- **Fully Hosted.** The Hub web application and APIs are fully hosted. It requires no administration, configuration, or coding to deploy or maintain. Any updates are applied with a refresh of the browser
- **APIs.** Hub come packed with a variety of Restful JSON APIs that can be used within Third-Party Applications or In-house Developed solutions. Hub can be supplied with an Address Lookup based on the customers LLPG or using AddressBase.
- **Government Design System.** Hub is built on the GDS framework, giving it a consistent gov.uk look and feel. It is fully accessibility compliant and built on mobile first principles. For the best user experience, Hub should be used accessed using a modern and up to date browser.
- **PostGIS in the background.** Hub is supplied in its own dedicated, fully hosed Postgres database, which is maintained & managed by Geoxphere.
- **Analytics.** Hub can be used with Google Analytics. Customers can request usage reports to gain deeper insights into the usage of Hub by residents.

5. UPGRADE PATH

Hub updates are applied automatically and require only a refresh of the browser, giving customers automatic access to new channels and design features when released.

6. DATA MANAGEMENT

6.1. 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.

6.2. 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.

7. JOINING AND LEAVING THE SERVICE

7.1. 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.

7.2. 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.

7.3. 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

7.4. 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.

7.5. 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.

8. AVAILABILITY

8.1. 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.

8.2. AVAILABILITY

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

8.3. 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>

9. SUPPORT

9.1. 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.

9.2. 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.

9.3. KNOWLEDGE BASE

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

9.4. 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.

10. REFERENCES

References available on request.

11. 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.