

XMAP

**COST-EFFECTIVE AND SCALABLE
GIS SOLUTIONS**

GIS Support, Strategy and LGR Transition Service

Service Definition

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2. OUR QUICK INTRO

“Your time is precious so let us cut to the chase. Within our company we’re all passionate about GIS and using data effectively. When we come across a Local Authority where they no longer have dedicated GIS expertise, we see a lot of untapped potential. We also see GIS fall through the cracks or not given the attention it deserves.

We want to help with this, so we’re providing a form of GIS consultancy, but with a difference. We’re not charging by the hour, we’re creating an environment where you and your colleagues can lean on us for expert advice, data crunching or setting out a GIS data and software strategy that will become a thing of pride.

There’s no point us being passionate about GIS if we can’t share it to improve Local Government. That’s what this service is about. We’re ready to help!”

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

Geosphere provides a GIS Reorganisation, Strategy and Support service to empower GIS leads to do more. The service gives GIS leads and stakeholders the information and support they need to improve business performances and workflows, through our expert knowledge of GIS and Local Government.

Subscribing to this service allows your organisation to cherry-pick the areas of work you'd like us to take on; whether this is simply expanding your GIS capacity through outsourcing to us, or constructing a full GIS strategy.

This service extends to Counties and Districts going through Local Government reorganisation where it's critical to retain continuity of service and retain critical GIS data, and then subsequently merge common datasets together.

Our simple fixed-amount pricing gives your organisation the confidence to engage in long-term GIS strategy and support without escalating or unknown costs.

Lean on our decades of GIS experience to give your council a cost-effective and futureproofed GIS setup.

4.2. SERVICE FEATURES

- **GIS Strategy and Roadmaps.** Providing comprehensive documentation and strategies for progressive GIS uptake and use, providing wider business benefits and improved workflows across a data driven digital transformation back-drop.
- **Digital Transformation through GIS.** Working with Digital Transformation leads, the Geosphere team provide practical guidance on integration and delivery of GIS data into a council's digital user journey.
- **Stakeholder engagement sessions.** Working with various stakeholders and GIS users within the Local Authority to improve access, usage and understanding of the importance of GIS.
- **Extended GIS support / bespoke Out-Sourcing of GIS functions.** Provision of Extended GIS Support to GIS leads via a dedicated members of the Geosphere team to aid in helping manage GIS tasks and duties.
- **QGIS and PostGIS training or mentoring.** Delivery of formal and informal, customer driven QGIS and/or PostGIS training/mentoring to empower GIS leads to do more.
- **Bespoke GIS development.** Development of bespoke GIS workflows or solutions, based on the customers' requirements.
- **Migration of data into the cloud.** Geosphere can advise and implement the migration of data from legacy databases or silos into fully hosted Postgres/PostGIS databases hosted on cloud infrastructure such as AWS.

5. GIS STRATEGIES, ROAD MAPS & STAKE HOLDER ENGAGEMENT

5.1. THE SERVICE

Geosphere provides the customers with a range of options to review GIS ecosystems, best-practices and user engagement.

- **GIS Consultancy.** Consultancy days can be used for any single or combined purposes and can comprise of (but not limited to) Project Management, Strategy/Road map planning, Technical discussions or stake-holder engagement.
- **GIS Strategies.** Written reports and presentations, based on a comprehensive review of the customers current GIS ecosystems, aligned with the council's strategic roadmap and aspirations on delivering a future-proofed GIS ecosystem that provides real business benefits and cost efficiencies.
- **Roadmaps.** Detailed and costed reports and presentations on delivering alternative GIS ecosystems over the short, medium and long term.
- **Engagement.** Working with GIS leads to engage with senior stakeholders and users of GIS, to inform them of the business benefits of GIS and a data drive organisation.

Written reports, presentations to stakeholders, engagement of all levels of GIS users through user stories, surveys and documenting workflows.

6. EXTENDED SUPPORT / OUT-SOURCING GIS

6.1. THE SERVICE

Geosphere recognises that not all GIS leads have the time or resources to undertake all the jobs and task required of them, or have time to learn and implement new GIS skills. Geosphere can help by providing bespoke, on-tap GIS support to GIS or IT leads.

Customers can opt to use their dedicated Extended Support GIS lead to perform short bespoke pieces of work, from data cleaning to data processing, QGIS or XMAP training/support to users or training/support/mentoring of GIS leads. Full specifications, deliverables and T&Cs on request.

7. QGIS/PostGIS TRAINING AND/OR MENTORING

7.1. THE SERVICE

Geosphere can provide formal or informal QGIS training to GIS leads or GIS users, that can take place remotely or on-site and be arranged to occur over a series of 1-2 hour sessions or over a fixed number of days.

Geosphere can provide informal PostGIS training using DBeaver or PGAdmin to GIS leads based on their needs and requirements. This can take place remotely or on-site and be arranged to occur over a series of 1-2 hour sessions or over a fixed number of days.

Geosphere can provide informal XMAP / Parish Online training to GIS leads and GIS users based on their needs and requirements. This can take place remotely or on-site and be arranged to occur over a series of 1-2 hour sessions, monthly lunchtime learning sessions or over a fixed number of days.

8. BESPOKE DEVELOPMENT

8.1. THE SERVICE

Geosphere has a talented pool of GIS and Full Stack developers that can provide customers with bespoke workflows and/or implementation solutions. Our team can build and deploy fully hosted bespoke interactive maps, discreet spatial/non-spatial data driven applications or APIs.

Additional software subscriptions may be required as part of this work.

9. MIGRATION OF DATA INTO THE CLOUD

9.1. THE SERVICE

Geosphere can provide customers with every aspect of migration of spatial and non-spatial data, either located on-site or from legacy cloud providers, to a fully hosted Postgres/PostGIS database instances located in the UK using Amazon Web Services.

10. SUPPORT

10.1. 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.

10.2. 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.

10.3. KNOWLEDGE BASE

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

10.4. 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.

11. REFERENCES

References available on request.

12. 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.