

# XMAP

COST-EFFECTIVE AND SCALABLE  
GIS SOLUTIONS

**Harper Collins Data Service**

Service Definition

Service using licenced data from



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## 2. OUR QUICK INTRO

*“Your time is precious so let us cut to the chase. We’ve partnered with Harper Collins Publishers so we can hold their class-leading global, European and UK-based map products and serve them as high-performance web map feeds.*

*These feeds can be used in GIS software, back-office systems and internal applications. We can also add them to XMAP Cloud GIS accounts.”*

**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

**XMAP Data Feeds provides fast, OGC-compliant WMS, WMTS and WFS web services for streaming geospatial data into desktop GIS, cloud GIS, web applications and back-office systems.**

This service gives subscribers the ability to consume the latest Harper Collins Publishers map products.

We host a copy of Harper Collins Publishers data and keep it synchronised, meaning you'll be getting the latest data directly into your GIS or back-office system.



### 4.2. SERVICE BENEFITS

- **Cut out local storage costs.** Reduce your local storage costs and responsibilities by utilising data feeds where the storage is taken care of.
- **Cut out maintenance hassle.** Large datasets can be time-consuming and error-prone, often requiring specialist software to update them. Rely on Data Feeds to always have the most up-to-date information, allowing you to get on with more important things.
- **Consistency across multiple applications.** Connect the feeds to your desktop GIS packages such as QGIS, ArcGIS and MapInfo as well as other back-office systems to improve consistency across your organisation.

### 4.3. SERVICE FEATURES

- Unlimited map requests
- OGC-compliant web feeds
- Fast, load-balanced servers (less than 3 seconds, normally 0.7 seconds)
- High availability (over 99.9% uptime)
- Secure HTTPS connection
- Pre-configured 'stacks' of layers with a variety of styles
- Individual layers for each data product

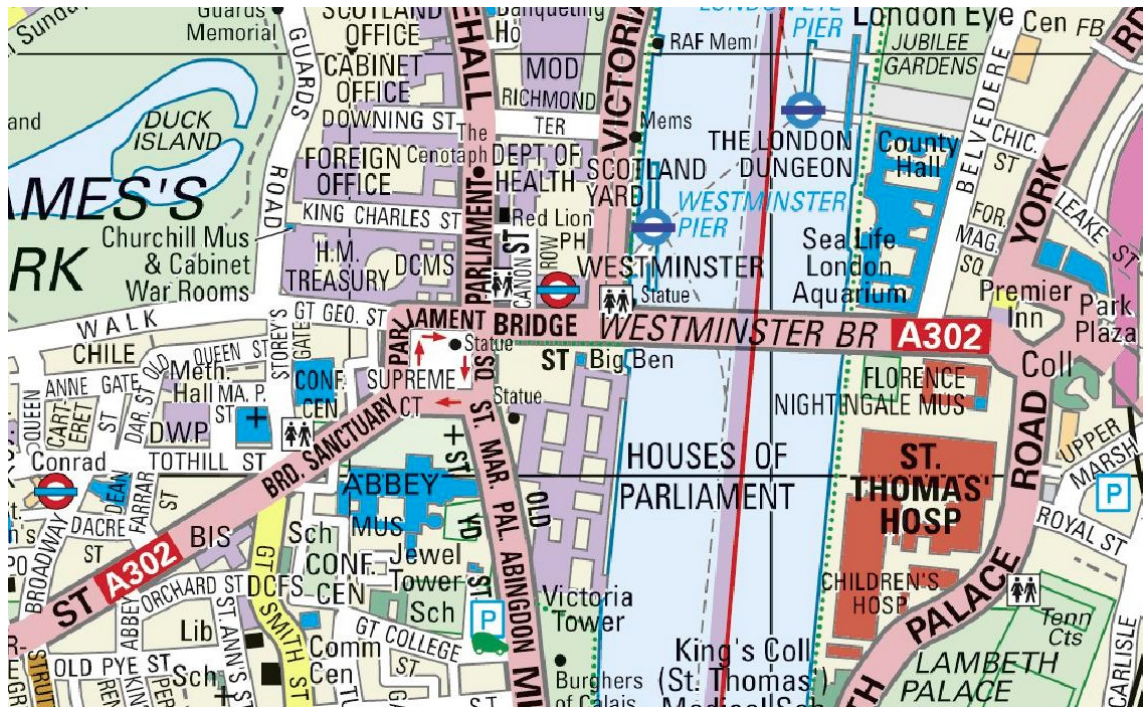
## 5. DATASETS

The following datasets are available to choose to build up your subscription:

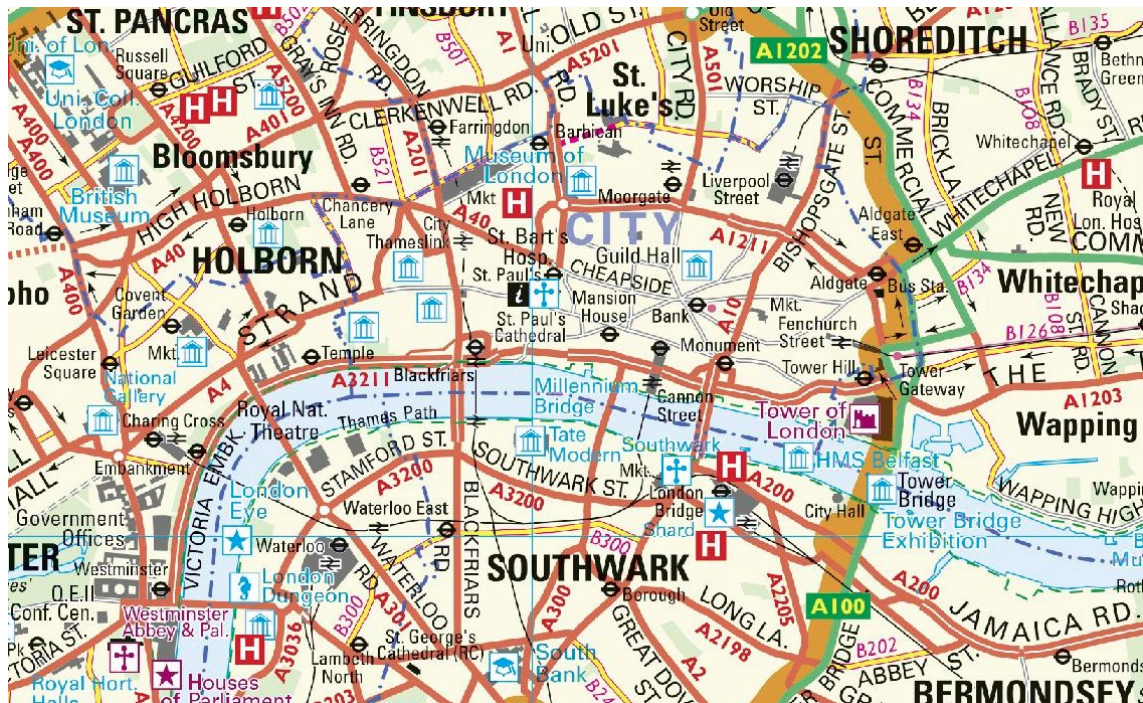
| Product Name                | Coverage       | WMS | TMS | WFS |
|-----------------------------|----------------|-----|-----|-----|
| London Panorama 20          | Greater London | ✓   | ✓   |     |
| London Panorama 50          | Greater London | ✓   | ✓   |     |
| UK and Ireland Panorama 200 | UK and Ireland | ✓   | ✓   |     |
| UK and Ireland Panorama 800 | UK and Ireland | ✓   | ✓   |     |
| Europe Panorama             | Western Europe | ✓   | ✓   |     |
| World Panorama              | World          | ✓   | ✓   |     |
| World Panorama (No Labels)  | World          | ✓   | ✓   |     |
| World Explorer Premium      | World          | ✓   | ✓   | ✓   |
| A-Z Street                  | Greater London | ✓   | ✓   |     |

## 6. SCREENSHOTS

LONDON PANORAMA 20



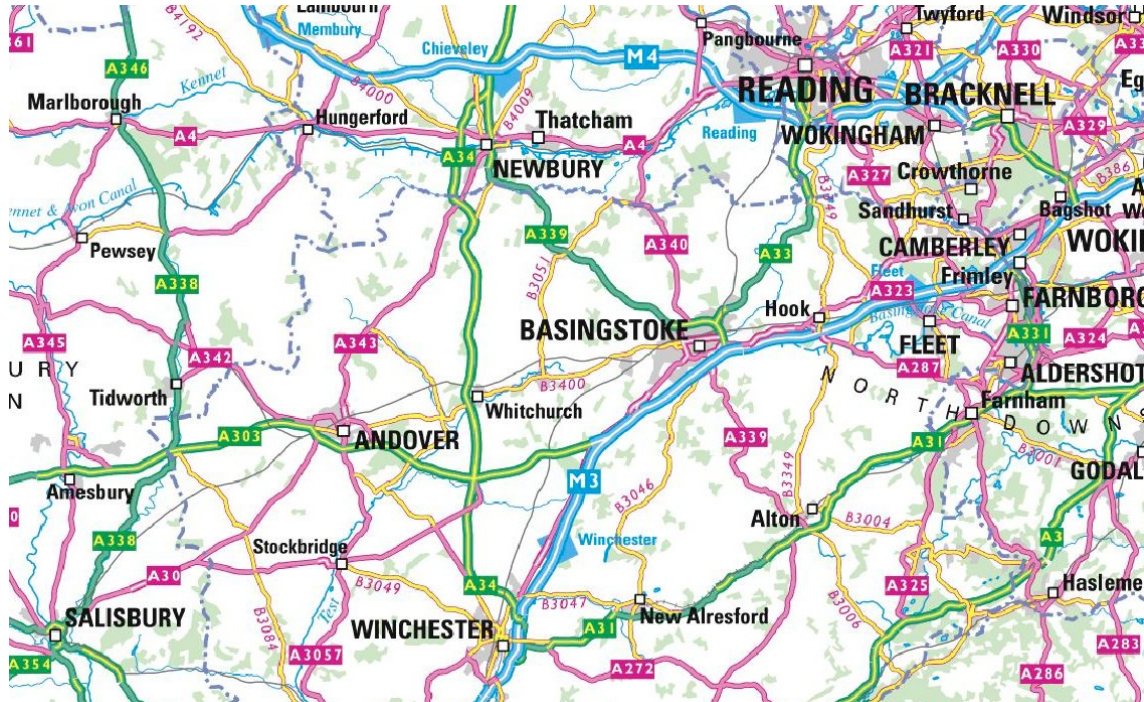
LONDON PANORAMA 50



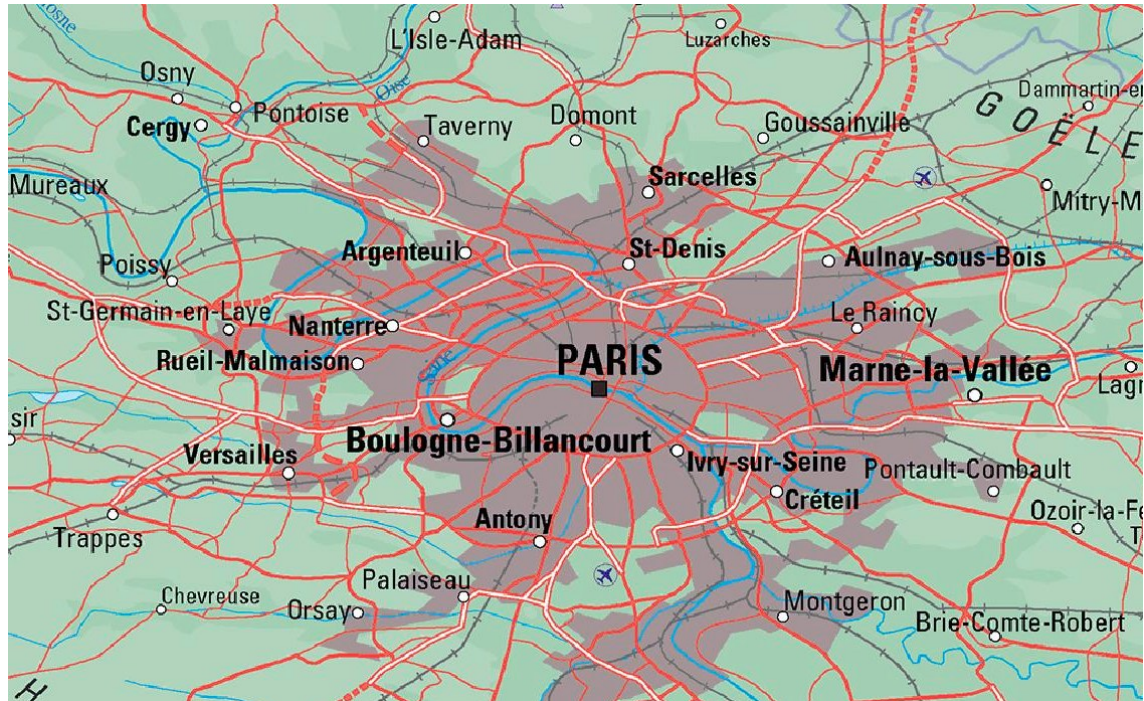
UK AND IRELAND PANORAMA 200



UK AND IRELAND PANORAMA 800



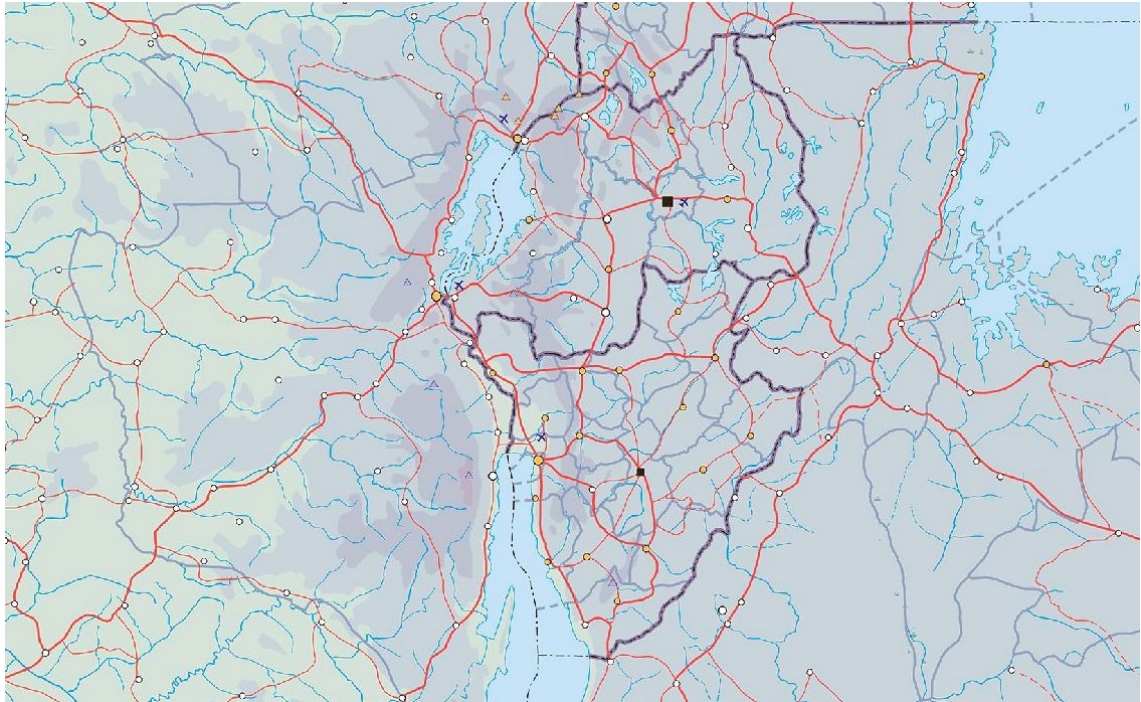
### EUROPE PANORAMA



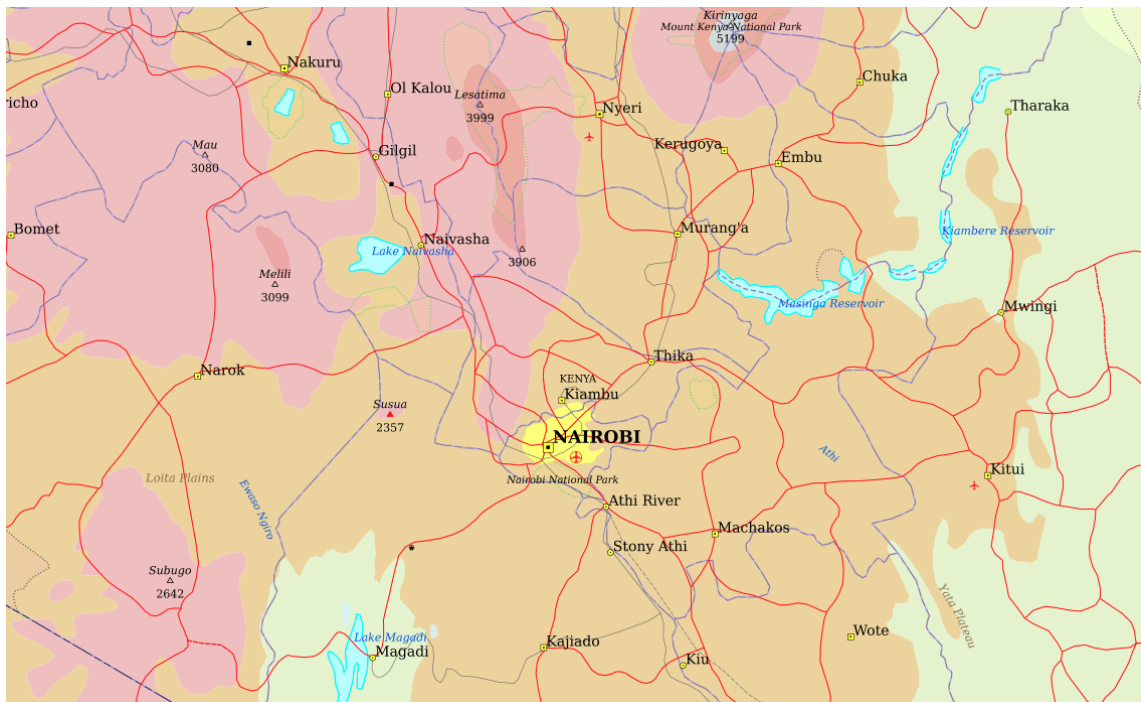
### WORLD PANORAMA



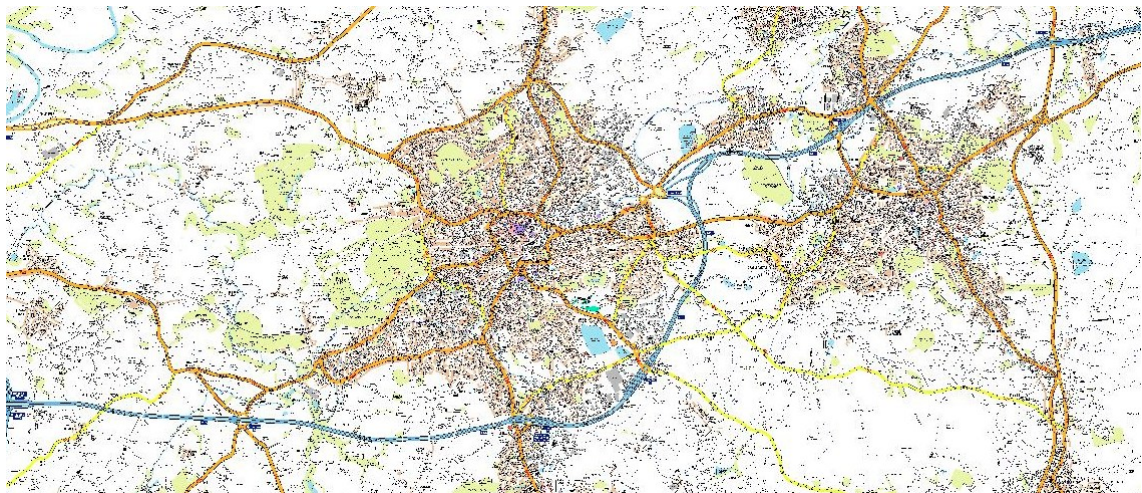
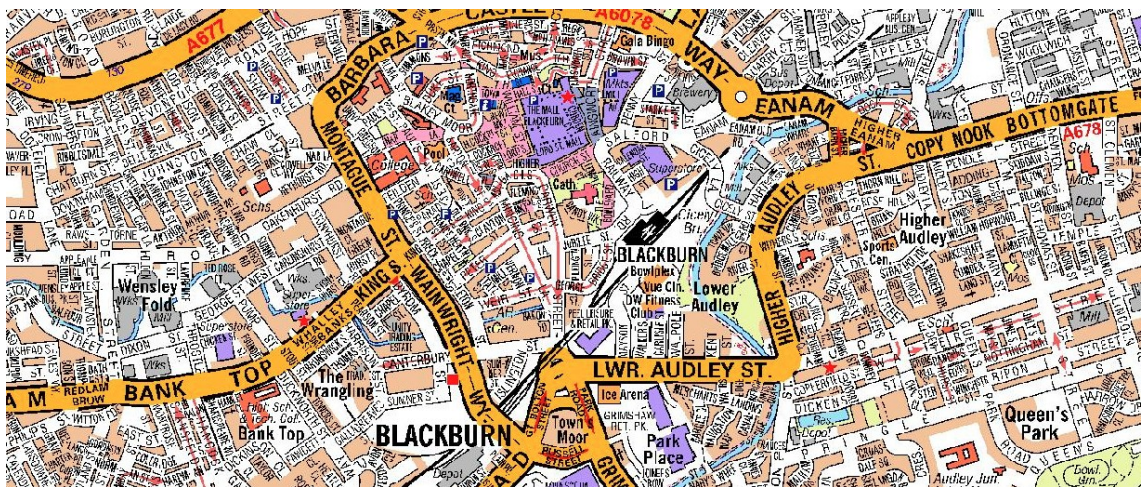
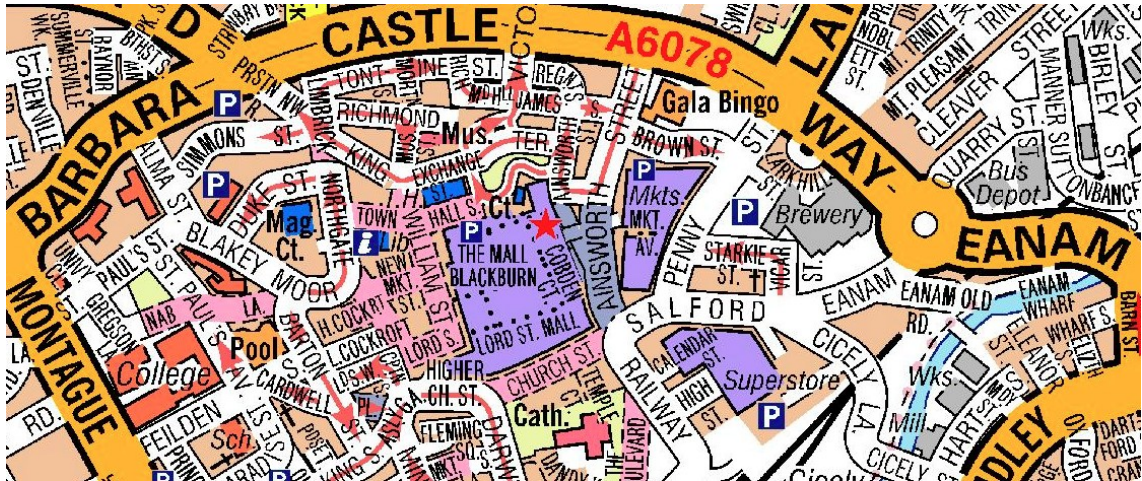
### WORLD PANORAMA (NO LABELS)



## WORLD EXPLORER PREMIUM



## A-Z STREET



## **7. DATA MANAGEMENT**

### **7.1. 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.

## **8. JOINING AND LEAVING THE SERVICE**

### **8.1. SIGN UP**

A request to sign up to an XMAP Data Feeds service can be made directly to [support@geosphere.com](mailto:support@geosphere.com).

### **8.2. TECHNICAL DEPENDENCIES**

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

### **8.3. ON-BOARDING**

URLs will be provided alongside unique account credentials that can be used to add the services to your applications.

### **8.4. OFF-BOARDING**

No customer data is held in this service so there is no off-boarding process.

### **8.5. END OF CONTRACT**

At the end of the contract the customer will have no further access to XMAP Data Feeds

## **9. AVAILABILITY**

### **9.1. 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.

## **9.2. AVAILABILITY**

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

## **9.3. 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>

# **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](mailto:support@xmap.cloud). We'll set up a fully-featured account and give support to help establish workflows and dataset management as required.