

# XMAP

COST-EFFECTIVE AND SCALABLE  
GIS SOLUTIONS

**Cloud GIS**

Service Definition

## 1. CONTENTS

|     |                                          |    |
|-----|------------------------------------------|----|
| 1.  | Contents.....                            | 2  |
| 2.  | Our Quick Intro .....                    | 3  |
| 3.  | Introduction to Geosphere .....          | 4  |
| 4.  | Service Overview.....                    | 5  |
| 5.  | Mapping Features .....                   | 7  |
| 6.  | Admin Panel Features .....               | 16 |
| 7.  | Data Features.....                       | 19 |
| 8.  | Integration and Publishing features..... | 25 |
| 9.  | Architecture .....                       | 27 |
| 10. | Data Management.....                     | 28 |
| 11. | Joining and Leaving the Service.....     | 28 |
| 12. | Availability .....                       | 29 |
| 13. | Support.....                             | 30 |
| 14. | References.....                          | 30 |
| 15. | Demonstrations.....                      | 30 |

## 2. OUR QUICK INTRO

*“Your time is precious so let us cut to the chase. XMAP Cloud GIS is a powerful GIS system designed for Local and Central Government. It’s been a primary GIS system for Local Authorities since 2009 so are confident that it will work well for your organisation. We pride ourselves on its reliability, our rapid development and its intuitiveness.*

*We appreciate that switching a GIS system can seem daunting and your reputation is on the line, so we’ve got a tried-and-tested procedure for deploying our systems in a quick and stress-free way to make you look good!*

*We carry out introductory webinar sessions for you and your end users, and you always have us on the end of a Teams chat or call to get things done quickly.*

*For the best results we’d recommend subscribing to XMAP Cloud GIS, our Cloud PostGIS instance, and Hub. This gives you a powerful GIS ecosystem that will stand the test of time.*

*Thank you for considering us.”*

**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.

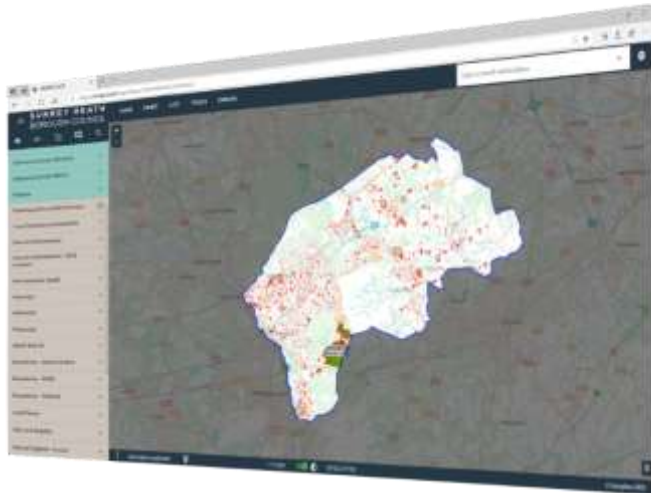
## 4. SERVICE OVERVIEW

### 4.1. OVERVIEW

**XMAP Cloud GIS is a modern approach to sharing geospatial data and tools throughout the whole organisation in a cost-effective and structured way. It can replace existing non-cloud GIS infrastructure and software to modernise your GIS capabilities.**

It includes printing, editing, measuring, isochrone travel time analysis and a wealth of customised analysis tools to share GIS functionality with your colleagues without having to learn complicated desktop GIS applications or overly complex web alternatives. XMAP allows you to control the functionality that's given to your users.

The software has self-service administration and is easy to configure and share with colleagues. Our existing customers love it and see the benefits over more traditional GIS vendors.



Geosphere provides excellent one-to-one support. As a software-as-a-service provider, it's key that we maintain great relationships with our subscribers so we can help solve problems and improve the software.

XMAP Cloud GIS is updated on a weekly basis to provide incremental improvements. This means that rather than traditional software that ages over time, XMAP continues to get better.

### 4.2. SERVICE BENEFITS

- **Unique cross-department/organisation data sharing.** XMAP has best-in-class data sharing capabilities that allow not only cross-department data sharing, but cross-organisation data sharing. This is critical for different tiers of Local Government or for Government Bodies wanting to share data in real time.
- **Single source of truth.** XMAP makes it easy to manage and publish master copies of datasets throughout an organisation. Gone are the days of having multiple copies, leading to uncertainty and mistakes.
- **Aligns with remote / home working policies.** XMAP can be accessed via a login from any web browser. This allows staff to access definitive information from wherever they are. For remote-workers, it also reduces the strain on VPNs or thin-client connections.
- **Reduced reliance and strain on local IT servers and processes.** As XMAP is hosted on highly resilient UK-based servers, there's no need to procure and maintain local IT resources. We don't make you choose your server technical specification, we just make it fast and reliable for you.

### 4.3. SERVICE FEATURES

- **Works on Desktop, Tablet and Mobile.** XMAP works through any modern web browser so users can access data and tools wherever they are.
- **Unlimited usage and infinitely scalable.** We don't put any usage restrictions on your XMAP account. Use it as much as you like. It scales and adapts to your usage, giving you high performance all the time.
- **No server management.** We take care of all infrastructure so you don't have to choose server specifications or apply upgrades. It's all taken care of.
- **Encrypted and secure.** All communications through XMAP are encrypted and our infrastructure and software holds up to rigorous penetration testing.
- **Cloud Database.** All data is hosted on a scalable and secure database, giving flexibility and compatibility with other services, such as OGC-compliant web feeds and integration with QGIS, ESRI products and PowerBI, for example. You have three options for how your cloud database is managed:



#### XMAP Internal

Let us handle everything. This is the easiest option but restricts the ability for some back-office integration.

(Included in this package)



#### Geoxphere Managed

Perfect balance of having an isolated database for integrating with other systems, but it's maintained by Geoxphere.

(Purchased separately in Digital Marketplace)



#### Self-managed

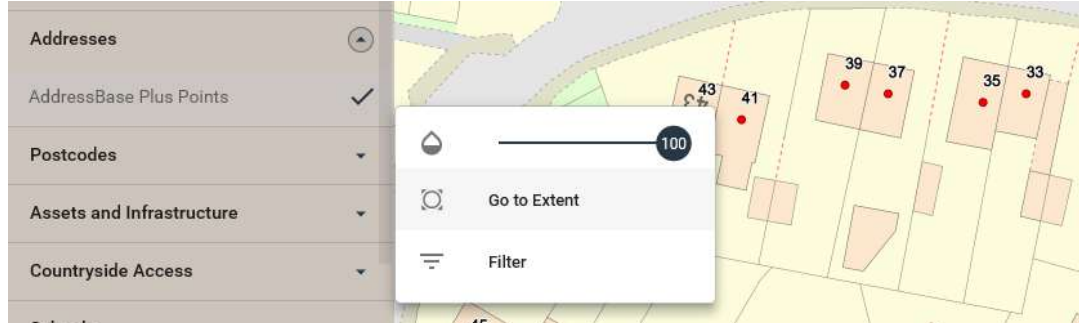
If you already have a database ready to use, we can connect XMAP to it and away we go!

(Provisioned independently)

- **Single Sign-On Compatibility.** Cloud GIS can be deployed using Azure Active Directory or a Single Sign On manager.
- **Welsh language.** We support and promote national languages, so XMAP has a Welsh-language option, meaning users can switch between English and Welsh as they prefer. The translation is partly automatically generated, but can be overridden with manual translations where the translation doesn't provide the right context.
- **Plugin-free.** XMAP works without any browser configuration, modules or plugins.
- **Rapid deployment.** XMAP can be deployed in a matter of minutes. We do all the hard work setting the account up, then we assist the chosen administrator(s) to add users and import data.

## 5. MAPPING FEATURES

- **Layer Control.** The Layer Control in the side-bar makes it quick and easy to find and enable different datasets. It has expandable collections so themes of layers can be easily grouped. It has built-in options such as; Zoom to Extent, Add Feature, Slide Transparency, and Filter.



- **Info Click.** When a user clicks on the map, it interrogates every layer that's switched on and opens a panel on the left-hand side. It lists all the layers where a feature has been found at that location. Clicking on one of the entries will display the attribution, or, if multiple features are found at that location, drills down to ask the user which feature to display the attribution for. As the user hovers over the entries, they'll be highlighted on the map.

The Info Click panel displays:

- Quick-links for editing, deleting, filtering and more
- The attribution of the feature, with copy-to-clipboard links for each
- Any attachments that are associated with the feature, and the ability to add more if permissions allow.
- Automatically calculated statistics for the feature including area, perimeter, length, centroid, created date and user, and last modified date and user.
- **Quick Search.** The search bar gives users an OS NGD Addresses or LLPG quick search. Selecting an address zooms the user straight to that location.



- **Advanced Address Search.** This full-screen view gives a deep-dive into either NGD Addresses or your LLPG. Users can search and filter by postcode, town, LPI or building type. Results can be shown on the map or exported to CSV.



The screenshot shows the 'AddressBase Search' interface. It includes a search bar at the top with the text '14275 Post'. Below the search bar, there are three main sections: '1 Place Found', '1 Place Found', and '3 Places Found'. Each section displays a table of results. The first two sections show a single result for '14275 Post'. The third section shows three results for '14275 Post'. At the bottom, there is a table with columns for 'LPI', 'LPI', 'LPI', 'LPI', 'LPI', 'LPI', 'LPI', 'LPI', 'LPI', and 'LPI'. The table contains one row of data. An 'EXPORT' button is located at the bottom right of the table.

| LPI | LPI | LPI | LPI | LPI | LPI | LPI | LPI | LPI | LPI |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   | 1   |

- **Editing.** Editing of layers can be enabled for any layer in XMAP. This is controlled by the administration tools to ensure data integrity. Points, lines and polygons can be added, edited or deleted to conform to set attribution and styling criteria. Any edits have a data trail including user and time.

The Feature Editor has options to apply custom rectangle shapes, such as a full-sized football pitch onto the map.

The editor has snapping built-in, which can be set to snap to the layer being edited, or another layer in your account.



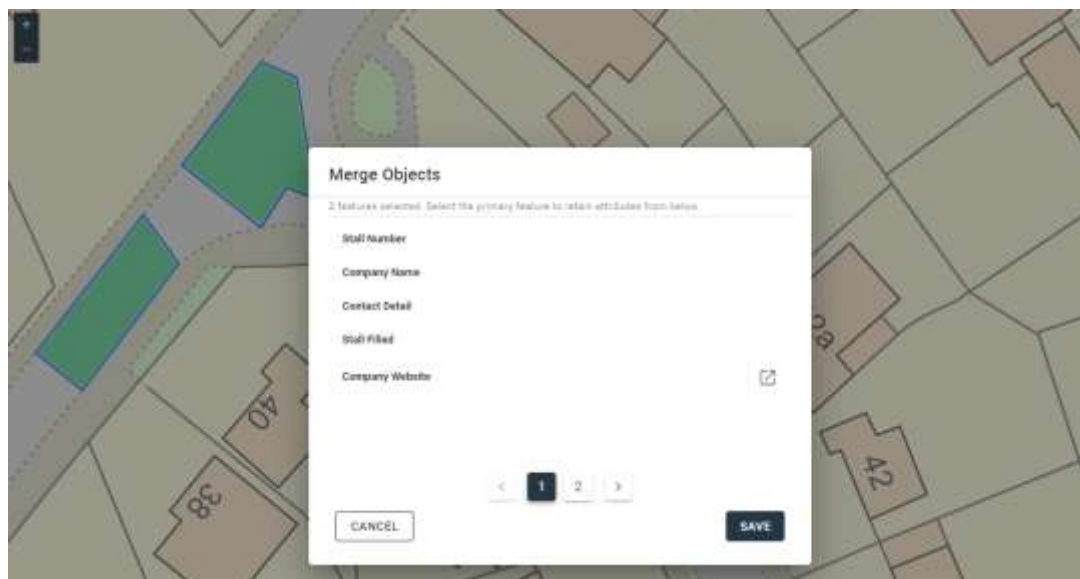
*Figure 1: Freehand shapes being drawn with text attribution included*



*Figure 2: Standard rectangle shapes being created*



*Figure 3: Snap to MasterMap with ease*

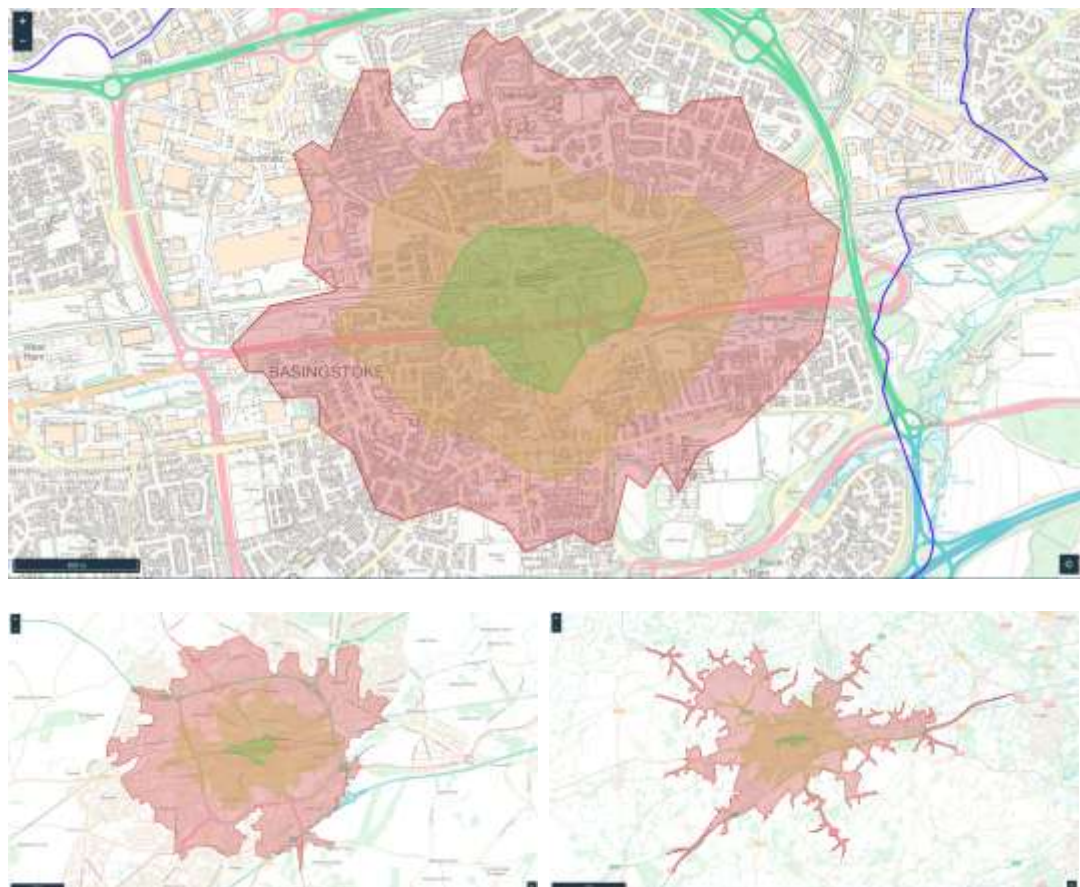


*Figure 4: Create Multi-polygon objects from existing features*

- **Table View Search and Edit.** This spreadsheet-style view of a map layer has filtering and sorting features to easily find content. Attribution for map objects can be edited from this view, retaining the text/date/number/drop-down formatting options. Rows can be selected and found on the map or exported to CSV.

| Table View                                                                                                                                                                                                     |     |              |                         |                |                 |                        |                     |                              |                      |                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------|-------------------------|----------------|-----------------|------------------------|---------------------|------------------------------|----------------------|----------------------|
| Buildings                                                                                                                                                                                                      |     | Collection   |                         | Type           |                 | Collection             |                     | Filter                       |                      |                      |
| Category                                                                                                                                                                                                       | WKB | Water Number | Description of Location | Date Purchased | Book Name (BNI) | Replacement Year (BNI) | Last Valuation Date | Ownership Frequency (Months) | Last Inspection Date | Ownership P (Months) |
| Village Hall                                                                                                                                                                                                   |     |              |                         | 1997-02-01     |                 |                        |                     |                              |                      |                      |
| Office Building                                                                                                                                                                                                |     |              |                         | 2014-02-02     | 000000          | 200000                 |                     |                              |                      |                      |
| Street                                                                                                                                                                                                         |     |              |                         |                |                 |                        |                     |                              |                      |                      |
| <div> <div>General / Multipurpose Bldg...</div> <div>190046027424</div> <div></div> <div></div> <div>Data Properties...</div> <div>7680</div> <div>Last Valuation...</div> <div>Last Inspected...</div> </div> |     |              |                         |                |                 |                        |                     |                              |                      |                      |
| General / Multipurpose Building                                                                                                                                                                                |     |              |                         |                |                 |                        |                     |                              |                      |                      |
| Office Building                                                                                                                                                                                                |     |              |                         |                |                 |                        |                     |                              |                      |                      |
| Office Building                                                                                                                                                                                                |     |              |                         | 2017-11-08     | 000000          | 100000                 |                     |                              | 2017-11-08           |                      |
| Booth A14                                                                                                                                                                                                      |     |              |                         |                |                 |                        |                     |                              |                      |                      |

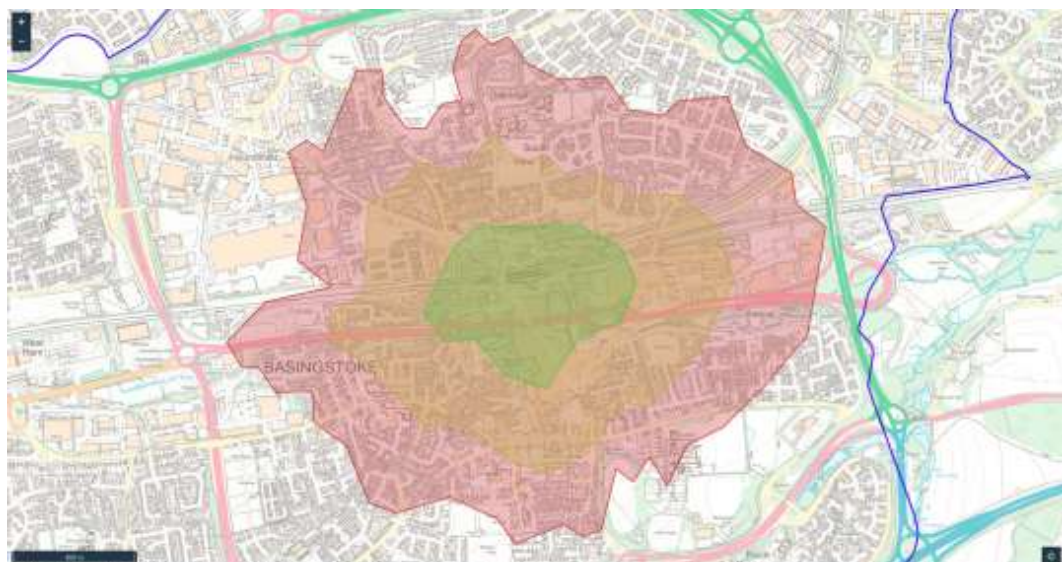
- **Travel Time (Isochrones).** Generate multi-time isochrone polygons representing travel time by walking, cycling and driving.



After a search has been run, a report can be produced in PDF format showing the results along with a map and object attribution. PDF reports can be customised.

[illegible]

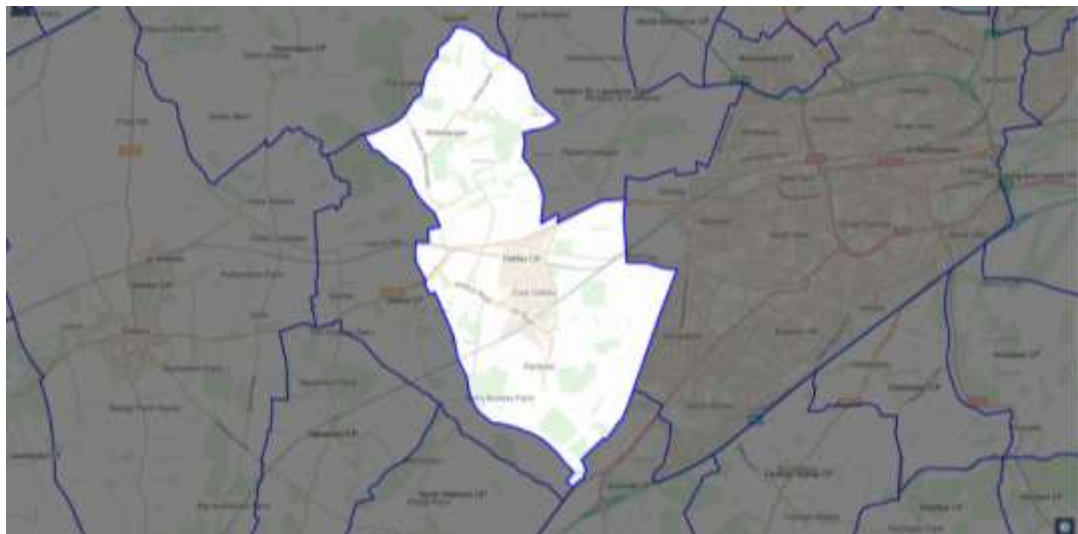
- **Isochrone Travel-Time tool.** A tool for producing travel-time analysis by walking, cycling or driving. This is useful for active travel programs as well as catchment analysis.



- **Data Extract.** A spatial search tool that finds all map objects found within a user-defined area. This works on a single layer at a time. It has filtering capabilities so only returns map objects of a particular type. Useful for extracting residential addresses, for example.

[illegible]

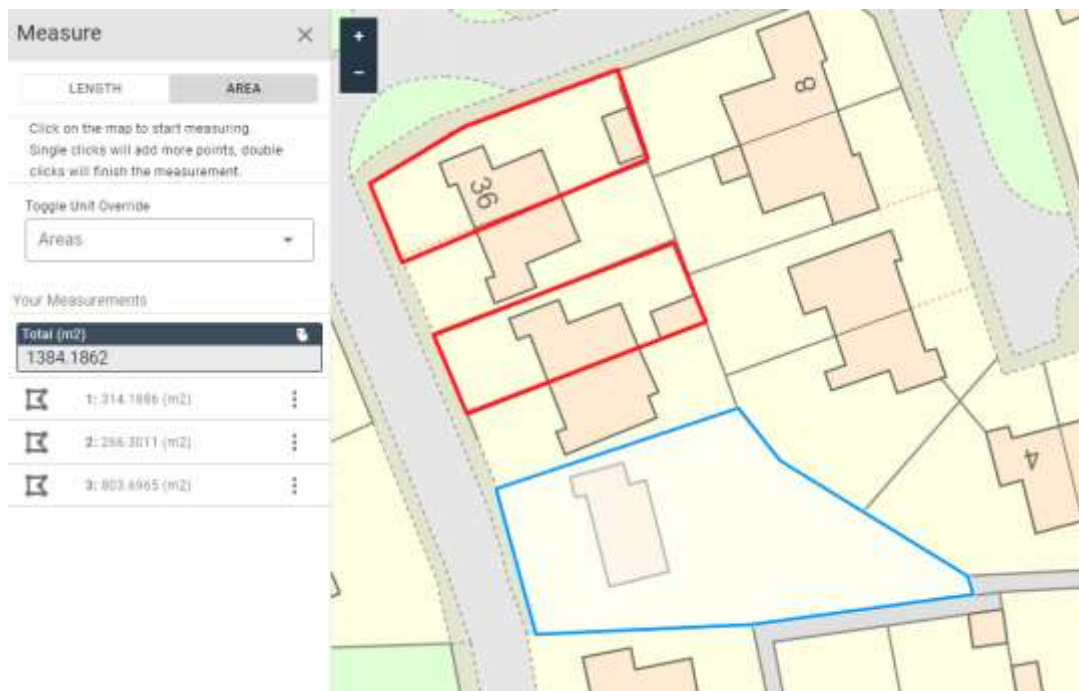
- **Map Mask.** Focus the map on the geographic extent that's important to your team. There are three style options including transparent white, transparent black and solid white.



- **Print to PDF or PNG.** The Print tool allows users to create professional, branded, accurate documents ready for distribution or physical printing. It allows the user to set the location, scale, legend, paper size and layout.



- **Bookmarks.** Used for recalling a specific location and set of enabled layers. This is useful for taking users back to specific project sites without having to re-enable layers manually.
- **Attachments.** If permissions allow, documents can be uploaded and stored against a point, line or polygon feature. This is used for attaching photos of damage to assets, insurance documents, instruction manuals or anything else required.
- **Measure.** A free-hand distance and area measurement tool that displays the results in the user's unit preference, and totals the length or area.



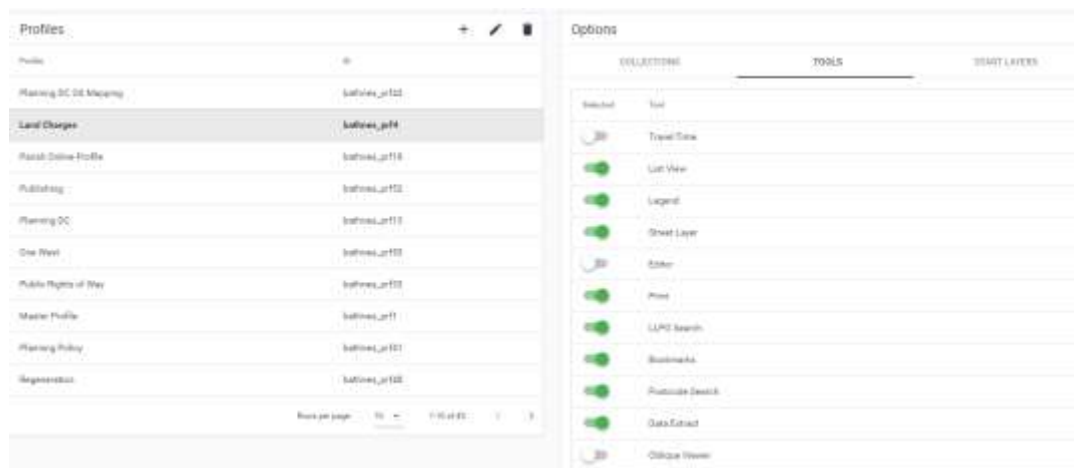
- **Annotation.** A free-hand tool for marking-up the map ready for printing. The tool allows unstructured data to be added, but this is only visible to that user. Points, Lines, Areas, Circles and Text Labels can be overlaid on the map.
- **MasterMap / NGD Basemap Exporter.** Export OS MasterMap data to DXF or Shapefile for a chosen area on the map. Just like any other tool, this can be restricted to only be available to certain users to reduce the proliferation of outdated MasterMap data across the organisation.



- **Coordinate Finder.** A lookup tool for navigating to specific coordinates in British National Grid or Latitude/Longitude.



- **Data Sync – Drag and Drop.** Shapefiles can be loaded through the Admin Panel at any time using the drag-and-drop interface. A report for all loaded, pending, completed and failed layers are shown so action can be taken, if necessary.
- **Data Sync - Cloud Database Connector.** Connect to an independent cloud database to register layers for use in XMAP. These can be read-only or editable layers. Geosphere can create one of these for you, or you can use your own.
- **Branding Manager.** This allows you to configure the logos used on-screen and in the print templates. It also has a default language option and the ability to customise the setup and password reset emails for your users.
- **Profile/Workspace Manager.** Profiles consist of collections of layers and sets of tools. A variety of profiles are usually configured to cater for the needs of different departments. Through Profiles you can restrict access to specific collections of layers.



- **Collection Manager.** This allows you to group layers into collections (or sometimes called Folders) to organise layers into themes of information. This makes them easier to find in the Layer Control.
- **Data Layer Manager.** This allows you to control the name, description, copyright, styling, viewing permissions, editing permissions and publishing settings.
- **Data Layer Creator.** Create new Map Layers directly within XMAP or add external WMS feeds. Permissions to create layers can be given to other users as required.

- **Styling Manager.** Options for styling the layers with a range of symbology, fill styles and labelling. Layers can be styled with a single style or by classes, so features will change their colour depending on information stored within them. This allows dynamic and engaging maps to be produced. XMAP includes a vast array of symbols covering many themes, including environment, society, civil security and asset management.



- **Copyright Manager.** Gives a list of available copyrights to apply to layers, and allows the creation of your own.
- **Reporting.** Displays user login times, browsers used, layers displayed and printouts produced. Can be set to specific time or user limits. This feature gives administrators insight into how XMAP is used across an organisation.



| USER ID       | USER NAME | START DATE | END DATE   |
|---------------|-----------|------------|------------|
| admin@bathnes | ADMIN     | 12/18/2020 | 12/18/2020 |
| admin@bathnes | ADMIN     | 12/18/2020 | 12/18/2020 |
| admin@bathnes | ADMIN     | 12/18/2020 | 12/18/2020 |

- **Sharing to Town, Parish and Community Councils.** Take advantage of the power of XMAP's cloud-based architecture to share live data to Local Councils with zero effort. XMAP can be configured so that certain collections can be shared live to Parish Online (a variant of XMAP for Local Councils). This means all town, parish and community councils in your area get the benefit of seeing your data in a controlled way.

This technology has allowed higher tier councils to proactively share data to local councils, which reduces support requests from the hundreds of local councils, and improves engagement and efficiency.

Parish Online is used by over 1,700 town, parish and community councils in England and Wales, and has become the defacto mapping tool for parish council management.

## 7. DATA FEATURES

- **Built-in Ordnance Survey PSGA and OpenData stack.** XMAP includes a fully-maintained Ordnance Survey stack with three style options; standard, greyscale (black & white) and white (for viewing on aerial photography). If you're only intending on using XMAP Cloud GIS and XMAP Public Map then you don't need to purchase additional web map services.

Ordnance Survey datasets are available as WMS and WFS to connect to desktop GIS or other services.



*\* aerial photography only shown here to demonstrate an OS mapping style (see aerial photography hosting below for detail on bringing aerial photography into XMAP)*

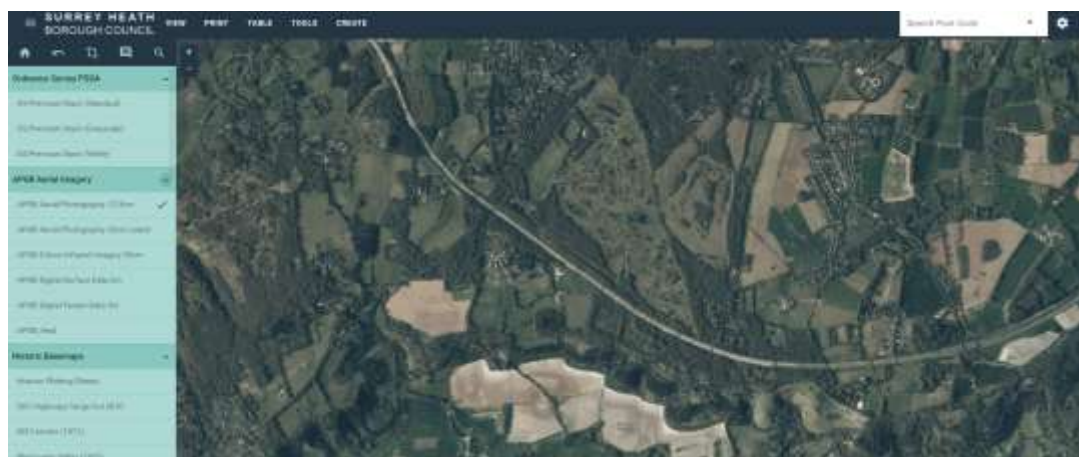
- **Built-in Ordnance Survey NGD Addresses.** We keep a full national copy of OS NGD Addresses, updated nightly, which is available to users as a point layer and as a search (described in section 5).



- **Aerial Photography Hosting.** If you have gigabytes of aerial photography taking up local storage space, or even held on hard drives, then we can take that imagery and host it within XMAP at no extra cost. This increases the value of the imagery by making it easily available to everyone within XMAP and through WMS. Our existing customers host data going back to 1948.



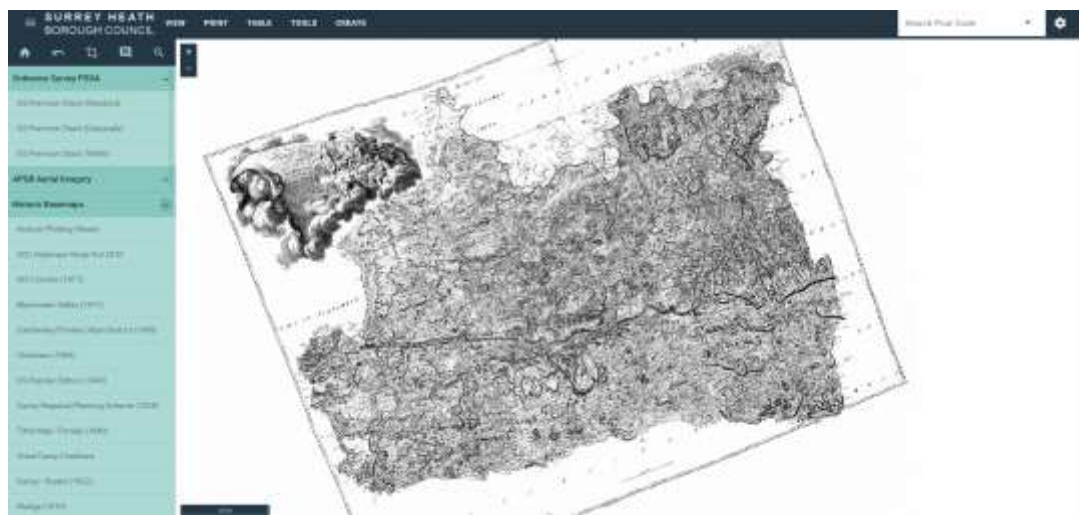
If you have an APGB WMS feed then we can also attach that to XMAP to give you imagery from that programme. This also includes their surface model elevation data.



If you have commissioned ultra-high resolution aerial photography from Geosphere then this is automatically hosted in your account.



- **Historic Mapping Hosting.** We can also ingest large historic mapping datasets such as out of copyright OS mapping, or old utility scans. If they're georectified already then this is an easy process. If they're not then we can provide that as a service.



- **XMAP 360 Street View Module.** (module included, data optional) This converts XMAP into a split-screen application to display panoramic street-level imagery. The viewer uses high resolution imagery captured by Geosphere with their dedicated street survey vehicle.

Imagery for this viewer can be commissioned separately to your XMAP subscription. It can be captured much more cost-effectively due to its simplicity. It's image-only so doesn't utilise LiDAR which requires additional processing and is not user-friendly when being viewed in a web application. This means Geosphere's surveys are typically 5x cheaper than any other provider.

Switch between different years of imagery to get an instant view of change in your area. This can help with planning, legal claims and customer support queries.



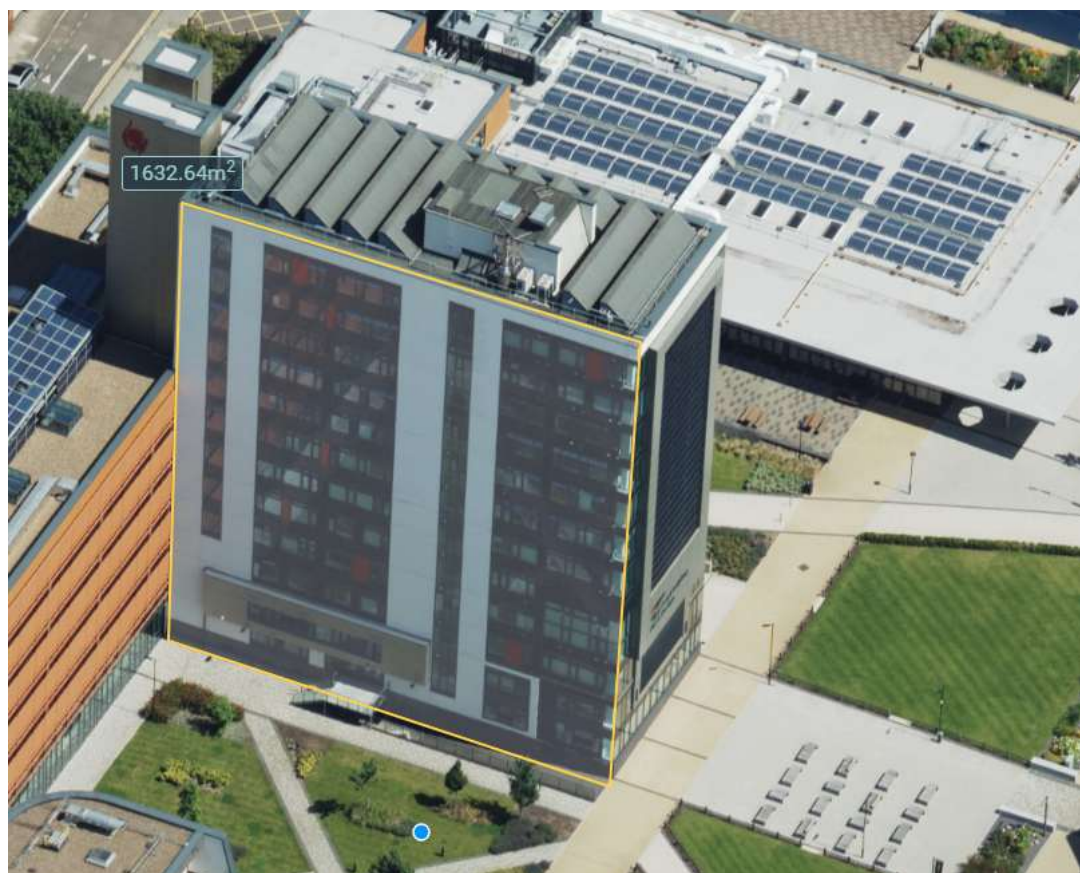
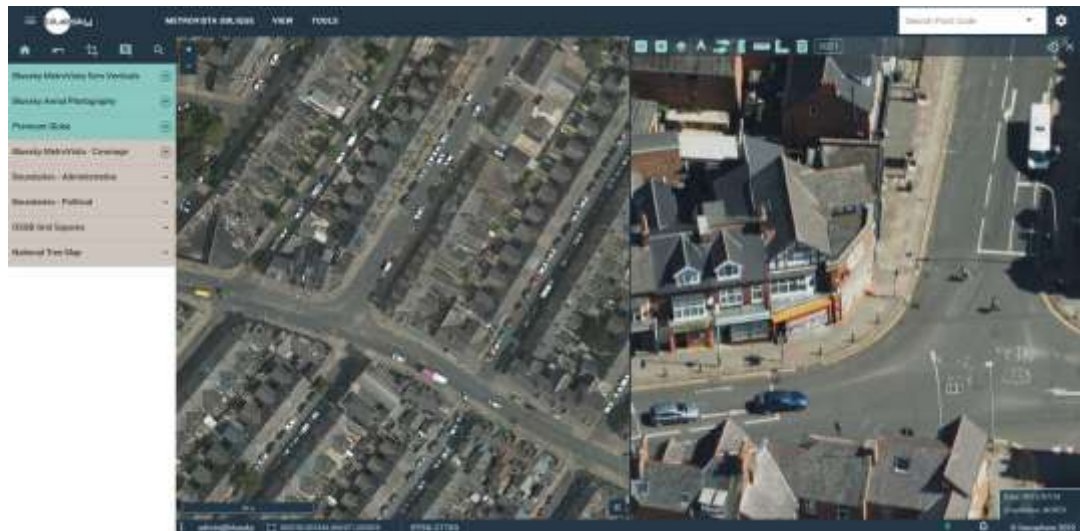
The survey equipment can be switched to practically any other vehicle, meaning surveys can be conducted by rail or water.



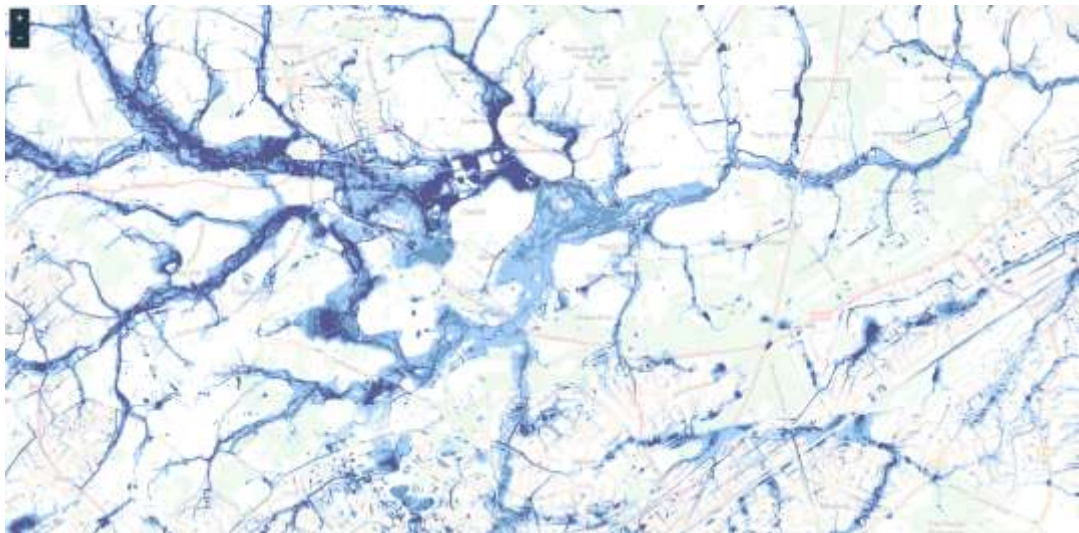
- **XMAP Oblique Imagery Module.** (module included, data optional). This module, just like the 360 module, split-screens the XMAP window to display high resolution oblique aerial photography. This gives a unique, yet intuitive perspective on the urban area.

Features include height and façade area measurements to allow detailed measurements to be taken without leaving your desk.

Data subscriptions can be ordered through providers such as Bluesky, or directly from Geosphere.

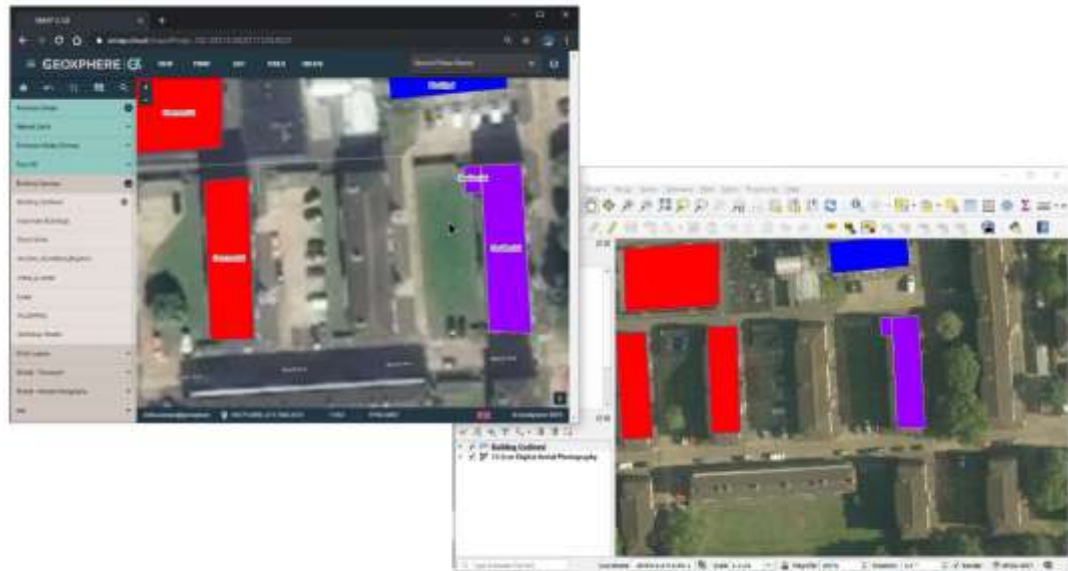


- **Over 250 3<sup>rd</sup> Party managed layers.** We maintain over 250 data layers from a variety of government agencies and include them in your XMAP account. This means you get the benefit of having the data for the whole country, and you don't have to keep them updated yourself. Sources include:
  - Ordnance Survey
  - OS NGD datasets
  - Department for Levelling Up, Housing and Communities
  - Environment Agency
  - HM Land Registry
  - Natural England
  - Department for Transport
  - Historic England
  - Natural Resources Wales
  - CADW
  - DEFRA
  - Coal Authority

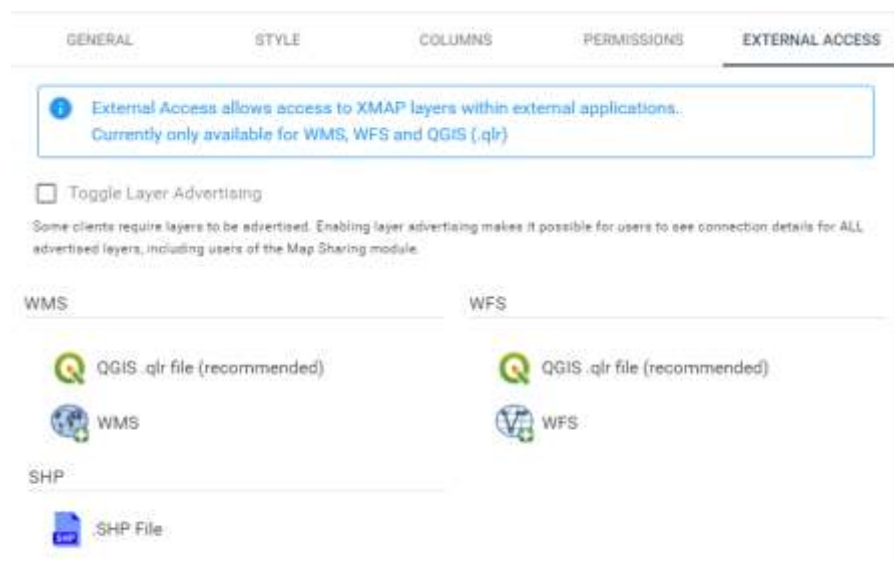


## 8. INTEGRATION AND PUBLISHING FEATURES

- QGIS Connector.** Each Map Layer hosted in XMAP has a QGIS qlr file generated for it. These can be simply downloaded and dragged into a QGIS project. This means users can view and edit data from QGIS and for the results to be saved directly in XMAP. Security is maintained as QGIS needs to have XMAP authentication added to it. Users with the correct permissions can edit data in QGIS directly to the XMAP cloud database.



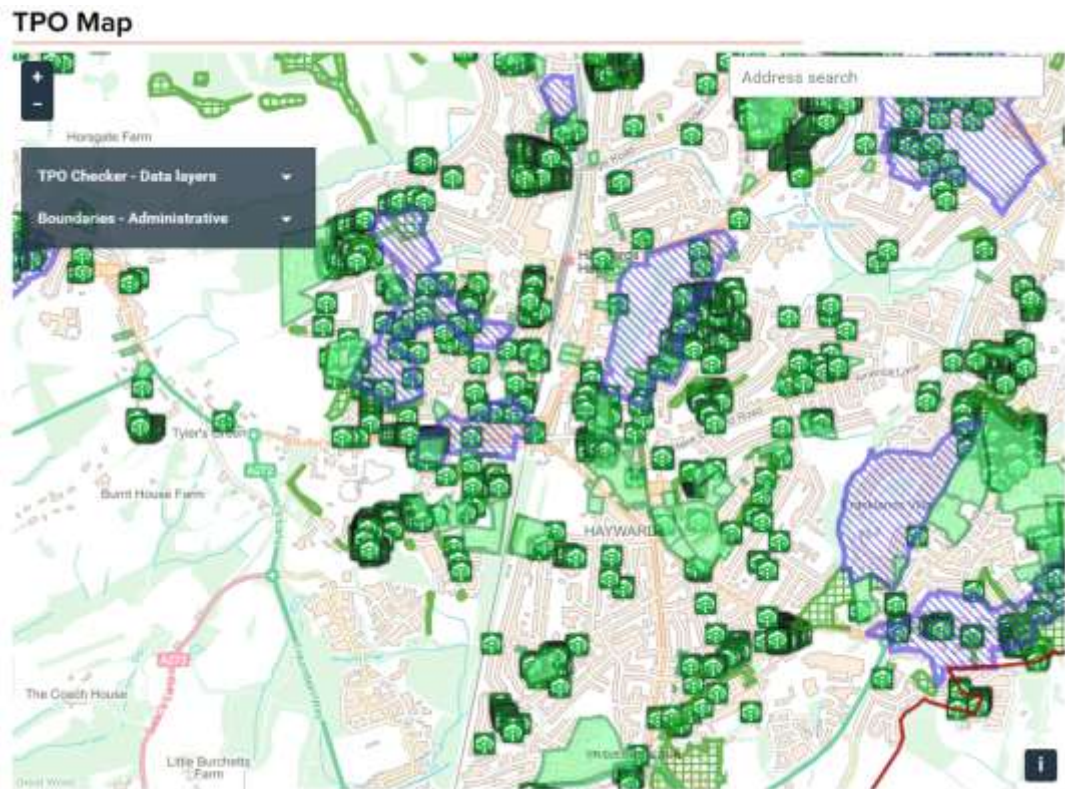
- Layer Publisher.** Each Map Layer hosted in XMAP automatically has WMS and WFS generated for it. These can be used to share data with other systems, neighbouring councils, or published to the web as open data. There's also a Shapefile export, and other export options through database requests.



- **Public Map.** The Public Map is a tool to create interactive, embeddable maps on your website. They can be embedded as iframes, displayed as full-screen web GIS apps or integrated into back-office systems.

The Public Maps are based on data from your XMAP Cloud GIS account so will show up-to-the-minute information.

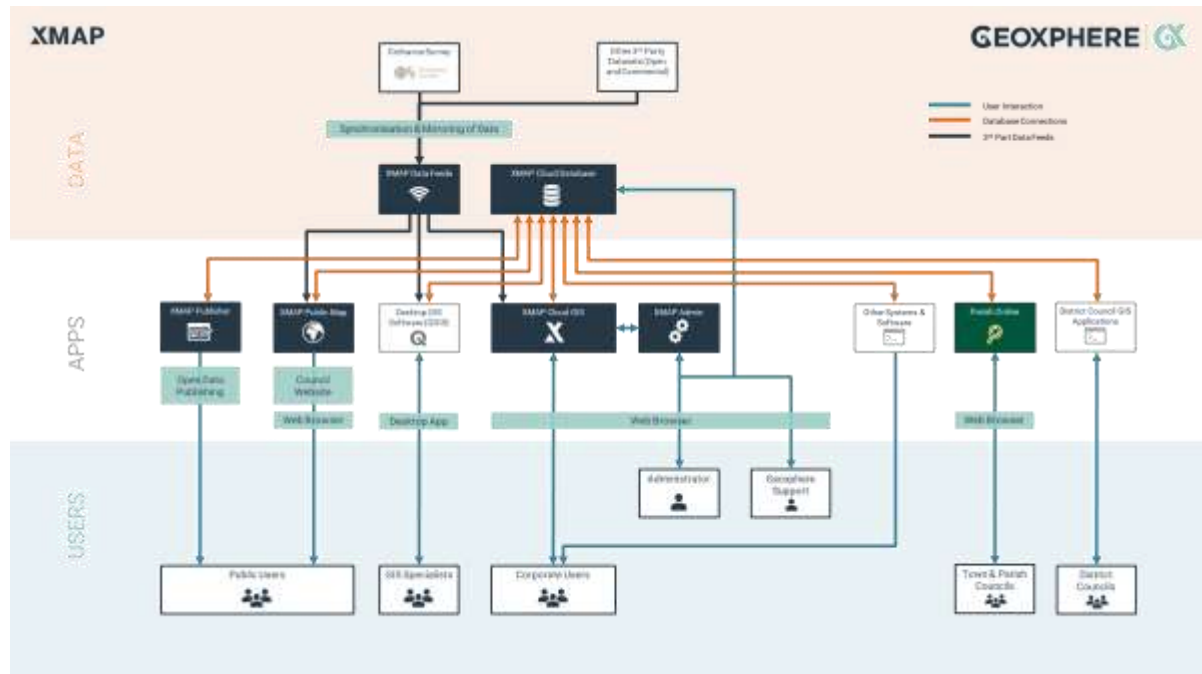
They can be implemented as a simple iframe or built up using an easy-to-use building-block API. This is a great low-code way of creating customised web maps.



*Figure 5: Mid Sussex District Council utilise the Public Map to display TPO records for use by the public and tree surveyors.*

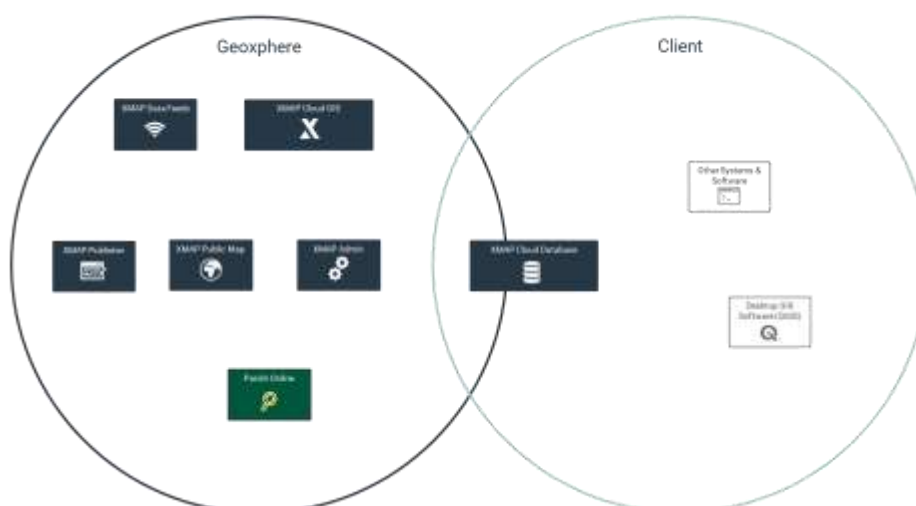
## 9. ARCHITECTURE

This is a representation of a typical XMAP deployment:



A benefit of XMAP is that we take care of the whole IT stack of software and infrastructure, with the exception of the database if it's self-managed. This vastly reduces your IT workload and leaves you to focus on GIS analysis rather than maintenance.

### XMAP Responsibilities



## **10. DATA MANAGEMENT**

### **10.1. 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.

### **10.2. 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.

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

### **11.1. 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.

### **11.2. 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.

### **11.3. 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

### **11.4. 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.

### **11.5. 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.

## **12. AVAILABILITY**

### **12.1. 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.

### **12.2. AVAILABILITY**

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

### **12.3. 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>

## **13. SUPPORT**

### **13.1. 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.

### **13.2. 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.

### **13.3. KNOWLEDGE BASE**

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

### **13.4. 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.

## **14. REFERENCES**

References available on request.

## **15. 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.