

Service Definition Document – Survey & Reality Capture Services

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CCS - G-Cloud 15
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Contents

Service attributes	5
Service type	5
Service name	5
Service name	5
About your service	5
Service description	5
Service features and benefits	5
Service features and benefits	5
Planning	6
Planning	6
Setup and migration	6
Setup and migration	6
Quality assurance and performance testing	7
Quality assurance and performance testing	7
Security services	7
Security services	7
Training	7
Training	7
Ongoing support	8
Ongoing support	8
Service scope	8
Service constraints	8
Reselling	8
Supplier type	8
User support	8
Email or ticketing support	8
Phone support	9
Web chat support	9
Support levels	9
Staff security	9
Staff security clearance	9
Government security clearance	9
Standards and certifications	9
ISO/IEC 27001 certification	9
ISO 28000:2007 certification	10
CSA STAR certification	10
PCI certification	10

Cyber essentials 10

Other security certifications 10

Social Value 10

 Social Value 10

Pricing 11

 Price 11

 Discount for educational organisations..... 11

Service attributes

Service type

Cloud support

Service name

Service name

Survey & Reality Capture Services

About your service

Service description

Delivering accurate Geospatial Surveying services across multiple different environments, safely. Providing a single source of truth for project spatial data to be utilised by multiple teams across the whole project data lifecycle. Our service provides data which has value across all teams, using innovative data collection techniques.

Service features and benefits

Service features and benefits

Service features

- Topographical & Underground Utility Surveys (PAS128)
 - Terrestrial and Mobile Laser Scanning/Processing/Feature Extraction
 - Measured Building Surveys, inc. Elevations/Floor plans
 - Bathymetric / Hydrographic Surveys
 - Reality Capture/Digital Twin/Reality Meshes/360 Photographic capture
 - Drone Aerial Data Capture - Imagery/Video/LiDAR
 - Structural / Deformation Monitoring
 - Large Area 5cm aerial photogrammetry
 - Drone Aerial Inspections/Thermal/Hyperspectral
 - Survey Advisory/Specification Preparation/Survey Data Analysis
-

Service benefits

- Collect once, use multiple times
- Quick, efficient and safe data collection
- Utilising innovation and technology to improve data quality and safety
- Presentation of data in user-friendly, accessible formats
- Reduction in site visits/carbon

Planning

Planning

Planning service

Yes

How the planning service works

Survey data can be large and complex and often require specialised software to view - the Jacobs team can host data within a cloud environment for easy access by multiple teams in different locations, within the requirement for specialist software.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Terrestrial / Mobile laser scanning (LiDAR)
- Drone imagery / video / LiDAR
- Aerial photogrammetry
- 360 photographic reality capture
- Colourised Point Clouds

Setup and migration

Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

Cloud based viewing platform allows easier access to complex, immersive datasets, by multiple teams.

Setup or migration service is for specific cloud services

No

Quality assurance and performance testing

Quality assurance and performance testing

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

When data is received from 3rd parties, there is often a lack of knowledge on how it was collected and for what reason, and therefore a lack of understanding on the accuracy of the data. Our teams have experience and knowledge to review incoming data and provide quality assurance services.

Security services

Security services

Security services

No

Training

Training

Training service provided

Yes

How the training service works

Training in the use of our cloud-based viewing platforms can be provided to allow more efficient and effective use of the data available, and reduce the requirement for specialist software

Training is tied to specific services

Yes

Services the training service works with

- Pointerra
 - NavVis IVION
 - Pix4d
-

- Context Capture
 - iCloud
 - iQMaps
 - Leica Register 360
 - Leica Cyclone
 - Leica Infinity
-

Ongoing support

Ongoing support

Ongoing support service

Yes

Service scope

Service constraints

None

Reselling

Supplier type

Supplier type

I'm not a reseller

User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Email support available 9am-5pm Monday to Friday (UK time) with a response time of 48 hours

User can manage status and priority of support tickets

No

Phone support

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

Web chat support

Web chat support

No

Support levels

To be agreed with clients

Staff security

Staff security clearance

Staff screening performed with conforms to BS7858:2019

Government security clearance

Up to Security Clearance (SC)

Standards and certifications

ISO/IEC 27001 certification

ISO/IEC 27001 certification

Yes

Who accredited the ISO/IEC 27001

Lloyd's Register

ISO/IEC 27001 accreditation date

01/01/2024

What the ISO/IEC 27001 doesn't cover

ISO certification is location, staff and corporate application specific, covering in-house developed applications, meaning depending upon client need (for example, developing on client hardware) we may require client certification, or additional discussions.

ISO 28000:2007 certification

ISO 28000:2007 certification

No

CSA STAR certification

CSA STAR certification

No

PCI certification

PCI certification

No

Cyber essentials

Cyber essentials

Yes

Cyber essentials plus

Yes

Other security certifications

Other security certifications

No

Social Value

Social Value

Social Value

Equal opportunity

Equal opportunity

The service offering directly through Jacobs or its third-party partners ensure they address skills gaps and support employment and skills opportunities as well as support innovation and disruptive technologies

Pricing

Price

£400 to £2,500 a unit a day

Discount for educational organisations

No