



Service Definition: Pear Technology Web Mapping

1. Service Overview

Pear Technology provides specialised Cloud-based GIS (Geographic Information System) solutions designed specifically for Local Authorities, Town, and Parish Councils. Pear web mapping is a comprehensive web-mapping platform that allows for the management, visualisation, and public searching of cemetery plots and burial records.

Key Features

- **High-Resolution Mapping:** Integration with Ordnance Survey (OS) MasterMap
 - **Cemetery Management:** Digital plotting of grave and ashes plots, published to web map.
 - **Assets, Allotments and Rights of way,** trees shown on web map.
 - **Database Integration:** Seamless linking with cemetery management software (e.g., Epitaph or BACAS, Rialtas).
 - **Public Search -** a portal for genealogists and the public to locate graves via a web browser.
 - **Mobile Access:** Full GPS compatibility for on-site location and inspections.
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2. Technical Requirements

The service is a pure **SaaS (Software as a Service)** model.

- **Browser Support:** Compatible with all modern browsers (Chrome, Edge, Firefox, Safari).
 - **API/Integration:** Support for specialised API links to burial databases.
 - **Hosting:** Hosted on AWS - secure, EU based cloud servers ensuring low latency and data residency compliance.
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3. Onboarding and Offboarding

Onboarding

1. **Data Audit:** Pear technicians review existing paper maps or digital datasets.
2. **Digitisation:** Conversion of records into GIS-ready formats.
3. **Configuration:** Setting up user permissions and council-specific layers.
4. **Training:** Not required as very intuitive operation

Offboarding

- The Pear Technology created cemetery map can be exported in standard formats (e.g., Shapefile, .kml, .dxf) at the end of the contract to ensure no vendor lock-in.

4. Service Constraints & Customization

- **Maintenance Windows:** Typically performed outside of standard business hours (09:00–17:00) with 48-hour prior notice.
 - **Customisation:** Councils can potentially define custom data fields (e.g., "Condition of Headstone") and upload photos or PDF documents to specific map points, subject to the setup of the administration system.
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5. Security and Data Protection

- **GDPR Compliance:** All personal data (burial records) is handled in accordance with UK GDPR. No data is shown for living people. Normally first name, last name, date of death, age and plot ID.
 - **Encryption:** Data is encrypted in transit using TLS 1.2+ and at rest.
 - **User Access:** Pear web maps are usually available for public access, but can be set up for staff/management access if/as required.
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6. Support and Service Levels (SLAs)

- **Support Hours:** 09:00 to 17:00, Monday to Friday (excluding UK bank holidays).
 - **Support Channels:** Email, telephone, and remote desktop assistance.
 - **Availability:** Target uptime of **99.9%** (excluding planned maintenance).
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7. Pricing Summary

- **Model:** Annual subscription based on the number of cemeteries or the size of the mapping area.
 - **Setup Fee:** A one-off fee for initial data digitization and map creation.
 - **Education/Public Sector Discounts:** Standard pricing applies as per the G-Cloud Price Document.
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