



G-Cloud 15

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Service Definition: **Maploom**



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1. Our Distinctiveness

Maploom's distinctiveness lies in combining deep geospatial expertise with a focused, highly responsive delivery model. As a close knit, dedicated team with extensive experience in Earth observation and spatial analytics, we can move quickly, adapt solutions to user needs, and provide direct access to the people building and supporting the service.

Our platform is designed to be easy to use while handling complex geospatial data, enabling users to gain value and insights rapidly without heavy onboarding or configuration. This approach allows us to deliver high-quality, reliable services with a level of flexibility and personal support that is difficult to achieve in larger, less specialised organisations.

2. Benefits and Service Features

2.1 Benefits

Maploom benefits include:

- Powerful analytics and Application Programming Interfaces (APIs) without requiring specialist GIS expertise, meaning anyone can perform sophisticated and trusted geospatial analysis very easily.
- Fast, responsive online maps with minimal loading time, due to our powerful underlying architecture and optimisation.
- Configurable system for commercial and public sector workflows and user roles, providing a flexible approach.
- Immediate access to curated geospatial and map-ready datasets. We have collated mapping from a variety of open source and 3rd party providers.
- Generate automated reports (e.g. environment, planning) directly from site boundaries, saving hours of analysis and drafting effort e.g. automated responses to consultations / site screening reports and risk maps.
- Process large location datasets using scalable UK based cloud infrastructure.
- Seamless field-to-office data collection and interpretation, via Maploom's mobile capability.
- Derive insights from satellite imagery using AI workflows, for example land use change alerts.
- Clear visualisation through interactive dashboards and maps.
- Supports public facing elements for transparency.

2.2 Service Features

Maploom is a cloud-based geospatial data management, mapping and collaboration platform designed to help organisations collect, manage, visualise and share location-based information. The service has the following features:

- Easy-to-use cloud Geographical Information Systems (GIS): interactive web mapping built on open standards.
- Location intelligence: automated map-driven reports with text, maps and statistics.
- Open Geospatial Consortium (OGC) compliant geospatial data, with advanced analysis and spatial modelling tools.
- Cloud-hosted secure enterprise spatial database with backup and replication.
- Simple inputs run advanced analytics/modelling (inc. terrain, flood, assets, climate).
- Online field data collection via forms and interactive maps.
- Online topological GIS editing: (inc. snap, trace, merge and cut).
- Earth Observation processing including satellite imagery and AI workflows.
- Interactive dashboards for Key Performance Indicator (KPI) monitoring and data visualisation.
- Curated geospatial datasets.

Maploom is delivered as Software-as-a-Service (SaaS) via a web interface and supporting APIs, with no requirement for customers to manage underlying infrastructure.

Subject to specific requirements we can also provide an on-premise solution (i.e. within Customer cloud) in Azure/ Amazon Web Services (AWS) (see section 7.3).

2.2.1 Interfaces and Integrations

Maploom is designed to interoperate with other systems using open standards and secure APIs:

- Open Geospatial Consortium (OGC) standards including WMS, WFS and OGC API features.
- REST APIs for programmatic access to data, analytics and reporting.
- Secure HTTPS communication and token-based authentication.
- Third party interfaces (e.g. ESRI, MS Entra, Sharepoint) and payment / accounting systems (e.g. WooCommerce, Synder/Quickbooks).

2.2.2 Identity and Access Management

Users can choose our native Maploom user authentication, or integration with external identity providers via single sign-on (SSO), most commonly Microsoft Entra ID.

2.2.3 GIS and Data Interoperability

Maploom is compatible with ESRI-based workflows through standard geospatial services. Integration with third-party data sources is supported (such as SharePoint-hosted data and cloud storage where appropriate).

Integration with third-party systems beyond standard APIs or supported identity providers may require additional configuration or bespoke development, subject to agreement.

2.2.4 Configuration

Maploom provides a configurable platform that can be adapted to customer workflows without requiring bespoke software development.

Standard configuration options include:

- Selection and configuration of datasets from Maploom's curated data library.
- Map layers, symbology and dashboards.
- Report templates and automated outputs.
- User roles, permissions and access controls.
- Branding elements such as logos, colour schemes and headers.

Configuration is typically carried out during onboarding and can be updated over time.

Bespoke configuration, such as the development of new analytics, workflows, integrations or Earth Observation processing pipelines, is not included as standard and can be provided as an optional professional service, subject to scope and agreement.

3. Implementation and Deployment

Maploom is delivered as a Software-as-a-Service (SaaS) platform. Customers are provided with a dedicated workspace within the Maploom cloud environment.

Standard implementation typically includes:

- Creation of a customer workspace.
- Initial platform configuration.
- Dataset selection and loading.
- User and role setup.
- Configuration of reports, dashboards and maps.

The platform is delivered using resilient, load-balanced infrastructure designed to support availability and performance.

Where customers require dedicated infrastructure, enhanced performance, or specific security or data segregation requirements, additional resources can be provisioned by agreement. Such configurations may affect service pricing and delivery timescales.

3.1 Requirements

Customers require:

- A modern, standards-compliant web browser (e.g. Chrome, Edge, Firefox, Safari, Opera).
- Reliable internet connectivity.
- For API access: the ability to make secure HTTPS requests and manage API credentials.

No local software installation is required for standard platform use.

4. Security

Maploom applies security controls aligned with good industry practice, including:

- Access control: Role-based access control and user authentication
- Data protection: Encryption of data in transit (TLS) and at rest where supported by the hosting environment.
- Infrastructure security: Cloud provider security controls, monitoring and patching.
- Operational security: Restricted access to production systems and audit logging.
- Compliance: Support for GDPR-aligned data protection obligations.

Further security details (e.g. policies, certifications) can be provided on request or under a Non-Disclosure Agreement (NDA).

5. User Service Support

Maploom provides user support as part of the managed SaaS service.

Standard support includes:

- Access to customer support via email or ticketing system (e.g. Jira).
- Incident and fault resolution.
- Platform updates, fixes and improvements.
- Access to user documentation and guidance materials.

Support is delivered by the Maploom team, including an assigned account manager and technical lead.

5.1 Support Levels

Support levels are available to meet different operational requirements:

Level 1:	Monday to Friday, 09:00–17:00 (UK business days)
Level 2:	Monday to Sunday, 09:00–17:00
Level 3:	Custom support arrangements, subject to agreement

Enhanced support levels and guaranteed response times are available as optional service enhancements.

Formal Service Level Agreements (SLAs) are defined contractually where required.

6. Maintenance

6.1 Outage and Maintenance Management

Incident management:	Service incidents are logged, assessed and resolved in line with internal incident management procedures.
Customer communication:	Customers are informed of significant outages and progress updates where appropriate.
Planned maintenance:	Planned maintenance activities are communicated in advance and scheduled to minimise disruption. Focus is on out of hours.

6.2 Data Backup, Restore and Disaster Recovery

Maploom operates regular data protection and resilience measures appropriate to a managed SaaS platform, including:

Data backups:	Automated backups of platform data are taken on a regular schedule (e.g. daily), with multiple retained recovery points.
Data restoration:	Data can be restored from backup in the event of data corruption, accidental deletion or system failure, subject to agreed procedures.
Disaster recovery:	The platform is hosted on resilient cloud infrastructure with built-in redundancy. Disaster recovery processes are designed to restore service within defined recovery time objectives (RTO) and recovery point objectives (RPO), proportionate to the application and service tier.
Business continuity:	Operational procedures are in place to maintain service continuity in the event of incidents affecting systems, suppliers or personnel.

Detailed RTO/RPO values and recovery procedures can be agreed contractually if required.

7. Working with the service

7.1 Access

Users can quickly get started with Maploom to gain powerful insights and location intelligence from their data. Access to Maploom is provided via role-based access and using either Maploom's own login tools or a standard identity provider, single sign approach (most commonly Microsoft Entra).

7.2 Use

On entering the platform users are presented with intuitive interactive maps, tables and dashboards depending on the requirements. A range of support materials (contextual help, online documentation, explainer videos etc) can also be provided to support users, including for the Maploom REST APIs.

7.3 Hosting Options and Locations

Cloud Hosting (Standard Service)

Maploom is hosted on reputable cloud infrastructure providers.

- Hosting model: Multi-tenant SaaS.
- Data location: UK and/or EU data centres, subject to agreement.
- Scalability: Infrastructure scales dynamically to meet demand.

Customer Cloud / On-Premise Deployment (Optional)

Maploom can also be deployed within a customer's own cloud or on-premise environment where required. This option requires:

- Permissions to deploy and manage virtual machines (which deliver the solution (databases, code and mapping elements))
- Access to required data and services
- Agreement on operational responsibilities

Customer-hosted deployments are not part of the standard SaaS service and are delivered as a bespoke arrangement, subject to technical feasibility and commercial agreement.

8. Onboarding and Offboarding

8.1 Onboarding

Maploom provides structured onboarding support to help customers adopt the platform effectively. This may include:

- Account and workspace setup.
- Initial configuration support.
- User access and role configuration.
- Introductory training sessions and documentation (see below).
- Use of customer API keys to access existing services (including from 3rd parties e.g. mapping data provided by Ordnance Survey under the Public Sector Geospatial Agreement).
- Optional data migration support (subject to scope and agreement but usually forms part of configuration).

Subject to specifications and alignment with our platform additional configuration may be required.

8.2 Training

Maploom is designed to be intuitive and usable with minimal training.

Standard training materials includes online documentation, context-sensitive help and guidance and explainer videos.

For customers with more complex workflows or larger user groups, Maploom can provide additional training services, including:

- Instructor-led online training
- Self-guided training programmes
- Face-to-face training sessions

Additional training services are optional and provided by agreement.

8.3 Offboarding

On service termination, Maploom supports orderly offboarding, including:

- Provision of customer data exports in standard, commonly used formats
- Guidance on data retrieval and verification
- Secure deletion of customer data from the platform following agreed retention periods

8.4 Access to Data (Upon Exit)

Upon termination of the service:

- Customers retain ownership of their data
- Data can be exported in open standard geospatial and tabular formats within an agreed exit period (or provided on media subject to requirements). Formats include (csv and database dumps) and GIS layers (standard formats such as .shp, kml etc and open standards format (geopackage, geoJSON etc).
- After confirmation of successful data export, customer data will be securely deleted in accordance with retention and deletion policies

9. What's Included in the Standard Service

The standard Maploom service includes:

- Access to the Maploom SaaS platform via web interface and APIs.
- Secure cloud hosting and infrastructure management.
- Standard platform configuration and onboarding.
- Access to curated datasets (where licensed).
- Platform updates, maintenance and backups.
- Standard user support and documentation.

10. Additional Services

The following services are available as optional enhancements:

- Bespoke analytics, workflows or integrations.
- LiDAR and Sentinel 2 data and commercial data.
- Dedicated infrastructure or enhanced performance configurations.
- Customer cloud or on-premise deployments.
- Enhanced support levels and bespoke SLAs.
- Data migration and transformation services.
- AI workflows
- Instructor-led or bespoke training programmes.

Optional services are scoped and delivered under separate agreement.

11. Contact

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