

Service Definition

GGP NGz in the Cloud



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1. Introduction

This document provides details of the Service Definition for the SaaS which is provided by GGP Systems Ltd and made available for procurement by for public and private sector organisations through the Government Crown Commercial Services G-Cloud 15 Framework.

The GGP GIS and GMS products are long established mature in the marketplace, which has been developed over the years to provide a tailored solution to Local Government.

GGP in the Cloud provides access to the portfolio of software applications used and trusted by many customers via a standard internet browser client. It provides the user with access to all existing functionality.

- **GGP GIS** is a full-featured GIS desktop offering comprehensive capabilities for creating, querying, analysing and modelling spatial data, along with broad support for multiple data formats, including Ordnance Survey datasets.
- **NGz** can provide access to both property (LLPG) and street (LSG) gazetteers which meet BS7666 requirements.
- **SNN** - Street Naming and Numbering Module which interacts directly with both GIS mapping and the LLPG gazetteer and provides contact and communication functions to manage the whole of the SNN workflow.
- **GGP WebGIS** - provides a fast, easy-to-administer web mapping platform that delivers desktop-level GIS functionality—allowing users to view, query, print and manage spatial data with flexible tools for navigation, layer control, cartography, dataset interrogation and efficient sharing of corporate GIS information

All versions will store data within a Spatial Data Warehouse - by default this will be based upon PostgreSQL. We can also provide SQL Server if preferred, however there is an additional licence cost unless the customer is covered by their corporate licence

GGP has been delivering Geographic Information and Address Management Systems to public sector organisations for over thirty years, providing a complete range of 'off the shelf' GIS and Address Management solutions together with complementary:

- Advice on system design
- Consultancy
- Training
- Support
- Customised software development

GGP's comprehensive product portfolio has been designed for and evolved around the ever-changing needs of UK public sector bodies and the requirements of meeting government targets.

Central to the core of GGP's products is the ease of management and accessibility of geographic information.

Our products allow for the

- Storing, capturing, analysing and manipulation of geospatial data
- Managing and maintaining a Local Land and Property Gazetteer, linking it to the National system
- Providing web connectivity for different systems, allowing browser-based delivery of property specific information, corporate intranet availability and accessibility of databases

The key benefits of the service described in this document include:

- Easy to use with an intuitive and customisable interface
- Excellent inter-operability and widespread use of open standards
- Portfolio of UK public-sector–focused GIS and GMS solutions offering comprehensive functionality
- New releases. GGP will keep the software up to date with the latest software release allowing customers to immediately benefit from newly available functionality
- Over three decades of knowledge and experience in GIS and GMS UK market

2. Service Overview

The service offered by GGP Systems Limited through the Government Procurement Service G-Cloud 15 is based on the provision of GGP Desktop GIS in the cloud via a web browser. The service is designed for users carrying out typical day-to-day GIS tasks.

GGP Systems will install, set up and maintain GIS Desktop on behalf of the customer. This section describes some of the functionality available in each product.

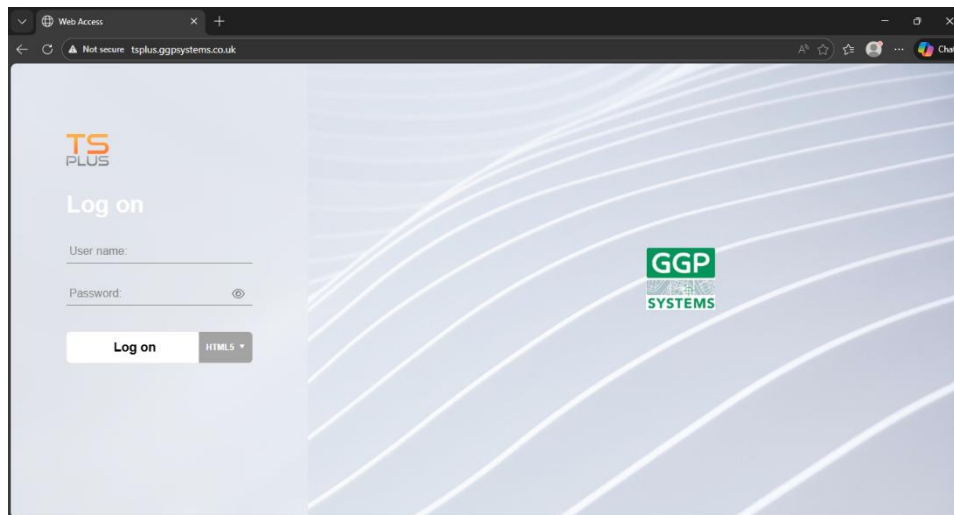
2.1 GGP NGz in the Cloud

NGz (LLPG/LSG) forms part of the GGP Systems portfolio and has been developed specifically for use within the UK public sector. It provides a centralised, compliant, and robust facility for the management of all organisational addressing, encompassing both property and street data. Functioning as the authoritative core application, it ensures that business systems across the organisation remain aligned to a single, definitive address source, while also supporting the updating and geocoding of all other internal gazetteers in operation.

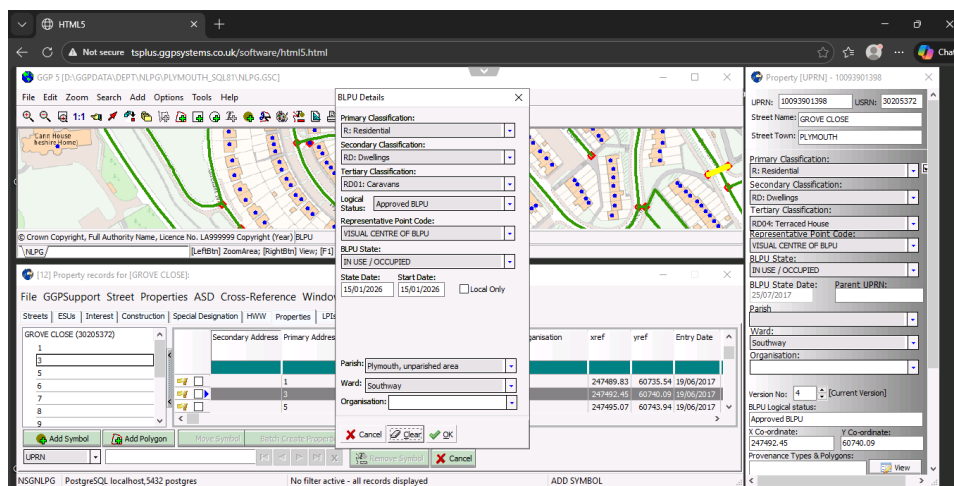
Summary of the key Features:

- Fully BS7666 compliant gazetteer management system
- Create, maintain and manage both LLPG and LSG (and ASD) gazetteers
- Full secure systems with controlled access to the software and the level of functionality
- Full open access to the database and a choice of SQL Server or PostgreSQL
- Full Local Land and Property Gazetteer (LLPG), Cross Reference, NSG and ASD maintenance included
- DTF 7.3 and 8.1 bulk imports and extracts – scheduled and ad-hoc
- Automated export to the NLPG hub and back office applications
- Multi user access enabling your cleansing to be completed much faster
- Full set of property, street and cross reference reports included as standard
- Interoperable with any GIS software including GGP, ESRI, MapInfo and CadCorp
- Range of integration tools to integrate all your back office applications with the core up-to-date Street and Property database
- Full accountability with audit and tracking facilities
- Comprehensive address matching facilities

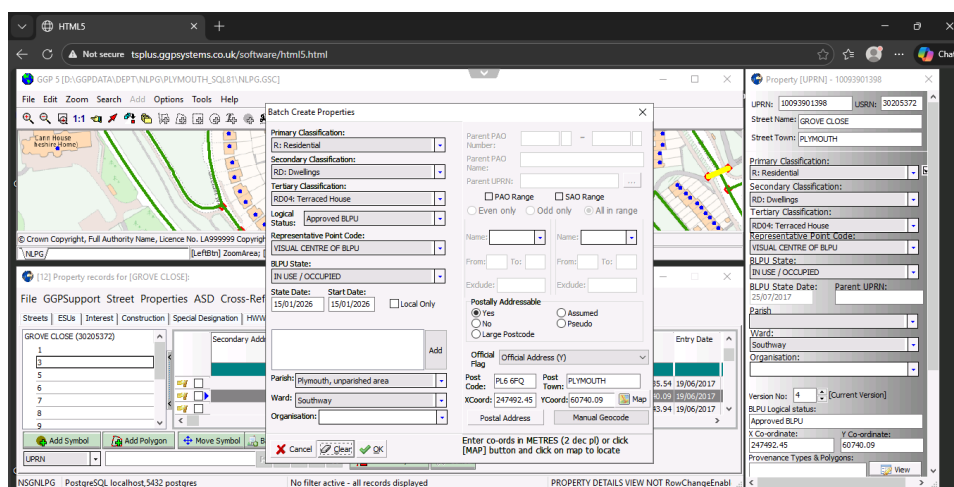
GGP NGz in the Cloud



Web Browser – login screen

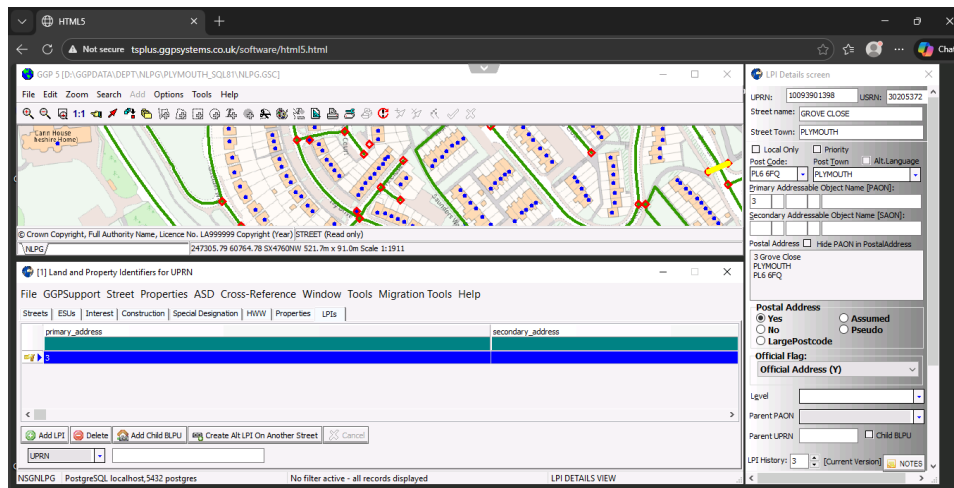


Add BLPU

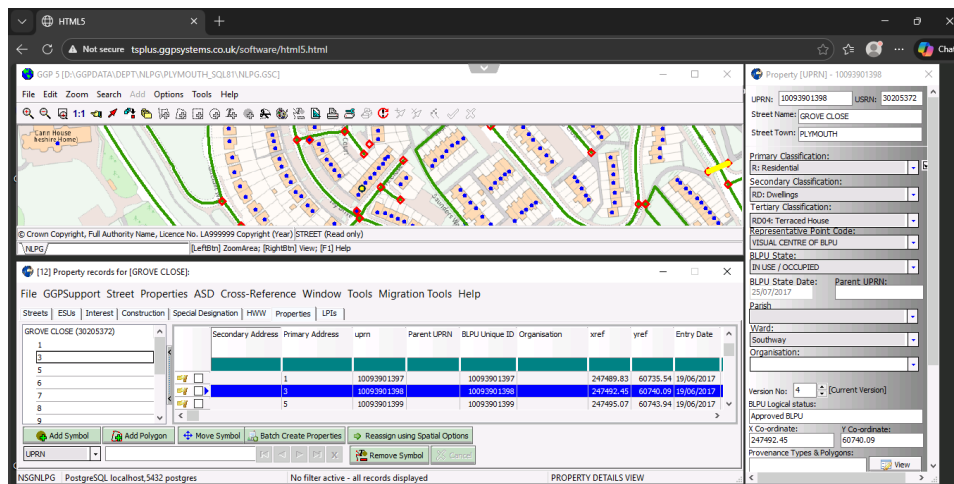


Batch Properties

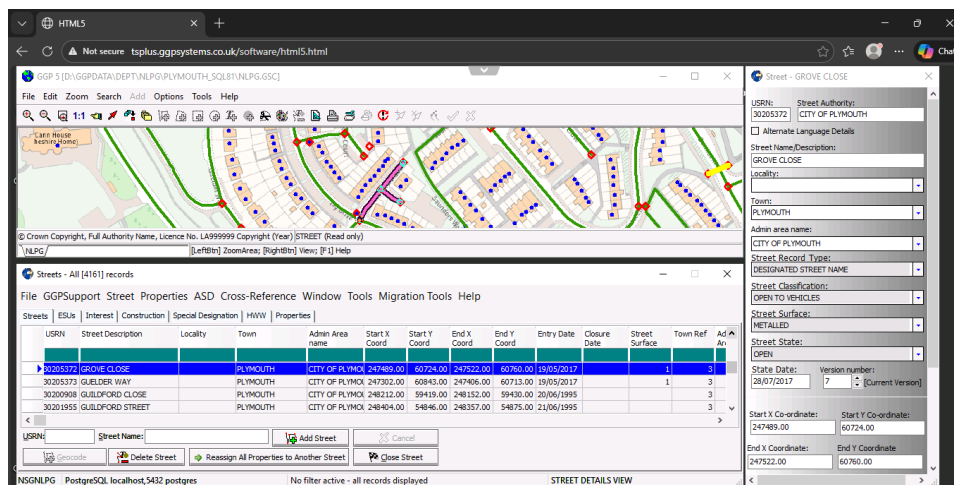
GGP NGz in the Cloud



LPI record/grid



Property form/grid



Street form/grid

2.2 Data Migration to the Cloud

For new clients, GGP Systems will facilitate the transfer of data to the hosted server through import tools available within the GGP NGz client interface. The primary Gazetteer data will be imported in DTF format, along with other associated data provided in Comma Separated Values (.csv) format. Existing spatial data will utilise import tools to allow data in the following formats to be uploaded to the database:

- a) OGC compliant SQL Server and PostgreSQL spatial databases
- b) ESRI Shapefile
- c) MapInfo TAB and MID/MIF
- d) Comma Separated Values (.csv)

Where an existing GGP client elects to migrate their self-hosted instance of GGP NGz to the Cloud, GGP will oversee and administer the full transition process as an included element of the contractual arrangement.

2.3 Initial Service Set up

GGP will complete the following tasks to set up the service prior to deployment:

- Create and provide customer specific user accounts for the customer to access GGP GIS in the cloud
- Configure GGP cloud environment including cloud storage and folder structures
- Provision pre-configured Base mapping OS Maps API and OS Features API (Customer to obtain respective API keys from OS under PSGA)
- Add any customer preferences to GGP GIS in the cloud such as Print Templates, custom symbols etc.

2.4 Customer Tasks

The tasks that the customer will be responsible for are:

- For new clients, the Gazetteer custodian will need to undertake a **full resync with Geoplace** immediately before the data freeze and move to NGz, and then perform a full DTF export to provide to GGP
- Exports of any 'Local Only' properties, 'Out of Area Streets' and any Street/LPI notes from existing gazetteer
- Provide UPRN and/or USRN number ranges
- If configuring OS Maps API or OS Features API obtain the respective API keys from OS
- Ensuring that all data copyright statements are displayed as required
- Prepare inventory of any additional spatial datasets to be used in GGP NGz in the Cloud
- Provide GGP with the credentials to enable the configuration of the connection to Geoplace's dedicated SFTP service for uploading COUs, DTF files, and downloading hub outputs. This will enable the setting up the automated scheduled task
- Connect to GGP NGz in the cloud using details provided by GGP

2.5 On-going Core Tasks

As part of the 'GGP in the Cloud' G-Cloud Service, GGP will continue to maintain the application, whilst at the same time ensuring ongoing data currency for any base mapping services provided by GGP. The core G-Cloud 15 Desktop application management tasks are:

- Application health check including monitoring resources
- Installing new software service releases as required
- Update Ward/Parish and District Boundary data when published by the ONS
- GGP technical support for GGP Desktop and add-ins

3. Additional Options

A range of additional service options are available within the price schedule.

3.1 Additional Software Options

Customers have the option to licence specialist related applications. These applications include the full Geographic Information Systems (GIS), Street Naming and Numbering (SNN), Address Matching and our WebGIS applications.

3.2 Additional Services Options

GGP NGz – Standard Training Course (1 day, up to 3 trainees)

The Standard Training course introduces new users to Local Land and Property Gazetteers (LLPG) and Street Gazetteers (LSG). It explains the core concepts behind BLPU, LPI, USRN, logical status, parent/child relationships, and SNN responsibilities, then walks the user through launching NGz, navigating the GGP GIS environment, and using maps alongside gazetteer data. The bulk of the manual covers day-to-day editing tasks: creating and updating properties, managing streets and ESUs, geocoding, spatial searches, provenance, batch updates, reassignment, and handling merges/splits/demolitions. It also details maintenance principles, including DEC conventions, change intelligence, NLPG/NSG integration, COU processing, candidate handling, and data quality checks. Finally, it includes guidance on searching, filtering, reporting, and managing cross-references, along with appendices and shortcuts to support efficient, accurate LLPG/LSG custodianship.

GGP NGz - Advanced Training Course (1 day, up to 3 trainees)

The Advanced Training course is essentially the technical backbone of the NGz, aimed at GIS, LLPG, and systems administrators who maintain the operational environment behind the gazetteer. It covers how NGz is structured, the software components involved, and the relationship between NGz, GGP GIS, and the underlying databases. It covers installation, configuration, and database administration, including backup/restore processes, overlay management, user administration, and integrity checks. It explains how to configure NLPG/NSG settings such as USRN/UPRN ranges, custodian details, automated hub updates, and metadata. A substantial section focuses on importing and exporting DTF files, COUs, candidate records, and third-party formats. It also details batch processes and data-quality tools for repairing overlays, updating BLPU/ESU layers, fixing cross-references, and validating the database. Finally, it covers NGzGaz configuration, server migration considerations, and the administrative tasks required to keep the LLPG/LSG environment synchronised, compliant, and functioning reliably.

3.3 Hosting Options

GGP use OVHCloud UK data Centres (OVH) as the default hosting provider for GGP's Cloud SaaS applications. Customers will have a dedicated virtual server containing their application and data

Our hosting partner is OVHcloud UK Data Centre (located in Erith, Kent) and is the default physical hosting data centre for all of GGP's Cloud SaaS applications. We do also offer the alternative of the Microsoft Azure UK Data Centres (London and Cardiff), but there is an additional charge for this, so please discuss with the Account Manager.

Both offer a fully comprehensive and award-winning regime of protection for critical infrastructure, ensuring that all of our SaaS offerings offer high availability and high resilience.

GGP is hosted in a virtual private cloud which can be accessed from the client's network via a VPN or using IP restriction

The performance metrics of both OVHcloud and Azure are widely published, including 99.95 percent availability and 24/7 tech support and health monitoring.

OVHcloud offers continuous security-health monitoring, a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1 and SOC 2.

3.4 Advanced Security

All our dedicated virtual servers in the cloud are configured with advanced security features as standard. This provides our customers with the reassurance of protection when operating in the cloud. Features include:

- Hacker IP Protection
 - Blocking of Malicious IP Addresses
- Geographic Protection
 - Country Restriction
 - Internet and IP Access Restriction
 - Watched Processes
- Brute Force Defender
 - Public Server Protection (hackers, network scanners and brute-force robots)
 - Monitor/restriction failed logon attempts

Two-factor authentication - adds an extra layer of security and prevents access to your users' session even if someone knows their password.

You can use one of the following authenticator apps to proceed. These apps are available across a wide range of platforms:

- Authy
- Google Authenticator
- Microsoft Authenticator

Each time a user signs in to its remote session they will need its password and a verification code available from an authenticator app. Once configured, the authenticator app will display a verification code to allow him or her to log in any time. It works even if its device is offline.

Data residency – your data is deployed in the UK local zone. By processing data in Local Zones, you can ensure full compliance with data location regulations and meet your customers' security requirements.

Sovereignty and security of your data - your data stays your data. Our cloud solution is compliant with ISO 27001, 27701 and SOC II Type 2.

3.5 Server Specification

As part of our hosted service, we offer the latest generation of single tenancy Instances. These provide a balance of computing, memory, and network resources and are suitable for many types of application.

Specifications:

- vCPU - 4 cores
- Memory 16 GB
- Storage 200 GB of [C: 100GB (including 10GB of Spatial Data Repository storage and D: 100GB) – the D:\ drive is a temporary drive].
- 64-bit platform
- I/O Performance: standard
- 1 TB monthly bandwidth usage.

Alternate server offerings are available, and we can also provide this SaaS on Microsoft Azure environment. If you believe you require additional computing resources, please discuss this with GGP to obtain a revised quotation, before ordering.

The solution can be configured to access in-house data via a dedicated line or VPN. This will be dependent on the customers IT policy regarding access to in-house servers through a firewall.

3.6 Browsers Supported

GGP have partnered with TSPlus to offer seamless access to GGP software products on any device using any web browser. TSPlus will operate with most modern browsers including:

- IE 9 onwards
- Chrome – v48 onwards
- Firefox – v30 onwards.

GGP may also be viewed on mobile devices. Android, IOS and Windows Phone devices (tablets and smart phones) may be used via a supported mobile browser or via the TSPlus app, opening up GIS or GMS wherever the user is located.

4. Service Definition

4.1 Backup and Disaster recovery

Users of this service will store their data primarily in a spatial database, but we also have the use of file storage for import export files and any third party reference datasets which may be used by the system

Entire Cloud instances (both compute and storage) are snapshotted once per day, with snapshots retained nearline for 30 days. Database backups are separately taken daily and are retained for 30 days.

In the event of loss or damage to your data, GGP will provide the exclusive remedial actions by using reasonable commercial endeavour to restore lost or damaged data from the latest/most recent backup taken of your data

4.2 On-boarding and Off-boarding process

On-boarding – GGP Systems keeps the GGP in the Cloud onboarding process straightforward and easy to follow. Organisations begin by contacting the GGP sales team, who will assign a dedicated project manager to guide them through the setup.

Email: Sales@ggpsystems.co.uk

Tel: 020 8686 9887

Before the service can start, GGP requires either a purchase order or direct payment from the client organisation. Standard payment terms apply, with invoices payable within 30 days of receipt.

Key stages in the on-boarding process comprise the following, managed under GGP's Project Management Methodology:

- Kick-off & Discovery
- Environment Setup
- Data Audit & Migration Planning
- System Configuration & Customisation
- Integration Setup
- Data Migration Execution
- User Training & UAT
- Rollout
- Post-Launch Support & Continuous Improvement"

The onboarding journey for a new LLPG or LSG application begins with understanding your authority's operational landscape. This starts with mapping existing workflows, identifying statutory requirements, and confirming how the new system must integrate with GIS, CRM, planning, building control, and streetworks environments. A detailed data audit follows, ensuring the gazetteer is clean, consistent, and migration-ready by reviewing logical statuses, parent/child structures, provenance, and ESU topology. Once the data foundations are understood, the system is configured to reflect local conventions—setting UPRN/USRN ranges, custodian details, templates, permissions, and aligning everything with BS7666, DEC, and GeoPlace best practice. Integration work then connects the new application to the wider corporate ecosystem, from GIS platforms to customer portals and the GeoPlace SFTP hub, ensuring the new system can operate as the authoritative source of address and street data.

With configuration complete, data migration moves into execution, validating relationships, topology, and logical statuses while comparing outputs against the legacy system. Training ensures custodians, SNN officers, and wider corporate users are confident with new tools and processes, reducing friction at go-live. User Acceptance Testing provides the final assurance that workflows, COUs, exports, and topology behave as expected. Go-live preparation then locks down the old system, finalises data, and ensures support structures are in place. The go-live period is followed by an enhanced support phase, where performance is monitored closely and early issues are resolved quickly, and validating that data flows and GIS layers remain in sync. Finally, a post-implementation review captures lessons learned, confirms ongoing compliance, and identifies opportunities for refinement, ensuring the new LLPG/LSG environment remains robust, efficient, and future-ready

Off-boarding - For the cancellation of a service, GGP require a one month notice period (which will be chargeable to the client under the normal pricing and payment structure). The cancellation must take the form of a formal notification, delivered via e-mail to our main support e-mail address. Once this is done, to initiate the off-boarding process the organisation should email their allocated GGP account manager. GGP will then arrange for the site to be taken down and customer data to be backed up and deleted as outlined below.

The data backup will be uploaded to a secure site for download by the client. Once the client is satisfied that all data has been adequately returned and that it has been safely uploaded onto alternative storage locations, the client will inform GGP Systems that they are in agreement to have all data relating to their organisation removed in its entirety from the hosted server – thus protecting the business interests of the client.

Time limits will be in place, and if the former client does not communicate to GGP within an agreed period, the data will be removed after copies have been taken and sent to the former client.

4.3 Service Management and Service Levels

GGP in the Cloud is available 24 x 7

The customer will be assigned a GGP account manager who will provide overall service management to the customer. The customer will have full access to GGP support services during normal business hours (Monday to Friday 9.00am to 5.00pm).

Most planned maintenance will be undertaken without interrupting service availability however in the event that this is not possible downtime will be scheduled and agreed with the customer in advance.

4.4 Product Upgrades

GGP Systems are constantly incorporating new enhancements as well as fixing existing issues, and therefore the GGP products will include one annual upgrade as part of the subscription.

All existing clients are entitled to this annual upgrade in accordance with their subscriptions. This will be carried out at a mutually agreed time to minimise any downtime to users.

4.5 Data restoration / service migration

The service can be removed from operation within 8 working hours and data can be deleted or returned to the client within 5 working days. Depending on the nature of the data restoration, service migration and the amount of data, there may be a cost for this service. Please discuss data restoration and service migration requirements in more detail with the GGP account manager at the appropriate time.

4.6 Terms and Conditions of Supply and Services Agreement

The GGP Systems G-Cloud 15 GGP in the Cloud service definition is provided in accordance with the GGP Systems Standard Terms and Conditions of Supply (SaaS Agreement & EULA)