

Service Definition

GGP GIS 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.

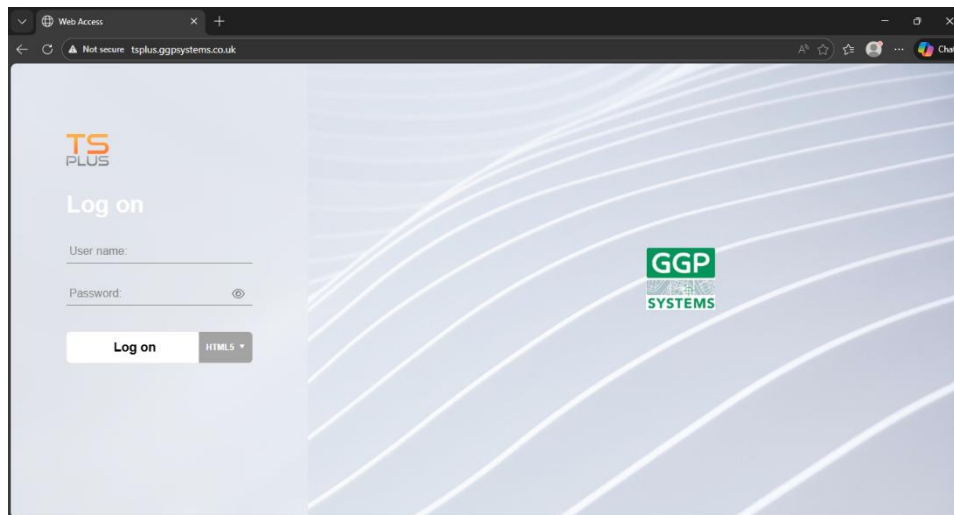
2.1 GGP GIS in the Cloud

GGP GIS provides powerful tools for spatial data management, analysis, and visualization. Built for the public sector with enterprise-grade security and compliance standards.

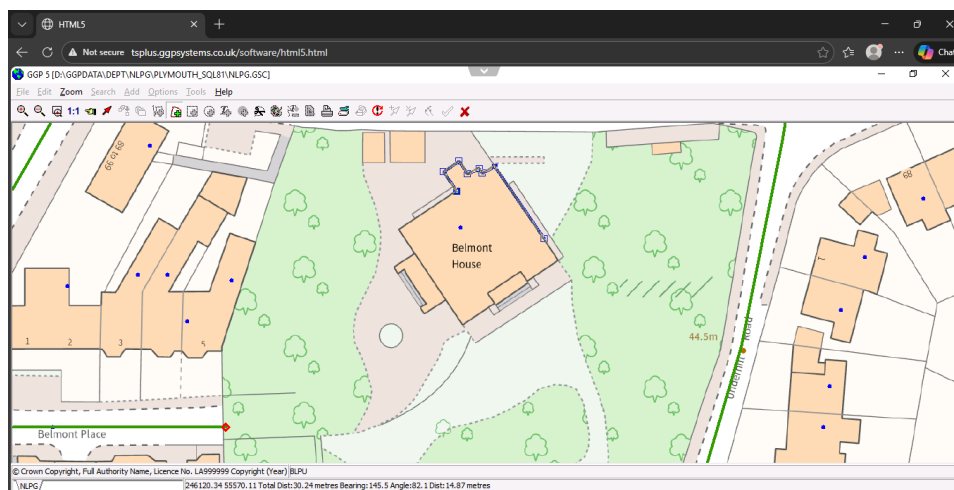
Summary of the key Features:

- Customisable mapping with user-defined layers, advanced editing tools, snapping, and CAD-style functions
- Integrated reporting and spatial analysis, including FastReport, spatial queries, and thematic mapping
- Strong security and administration with multi-level permissions, record locking, and centralised management
- Full support for Ordnance Survey datasets, MasterMap loading, rasterisation, and aerial imagery and APIs
- Works with major spatial databases (Oracle, SQL Server, Postgres) and multiple GIS file formats
- Extensive integration options via ODBC, APIs, ActiveX, and web connectors
- Flexible import/export tools for text, GIS, and CAD formats
- Custom overlay design, symbol editing, and rich display controls
- Developer toolkit, in-context help, tutorials, and compliance with OGC and UK Gemini standards

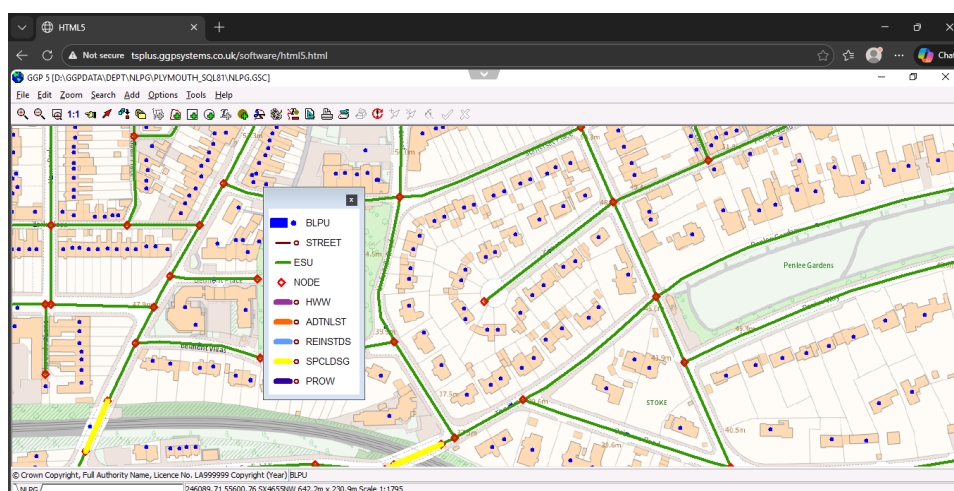
GGP GIS in the Cloud



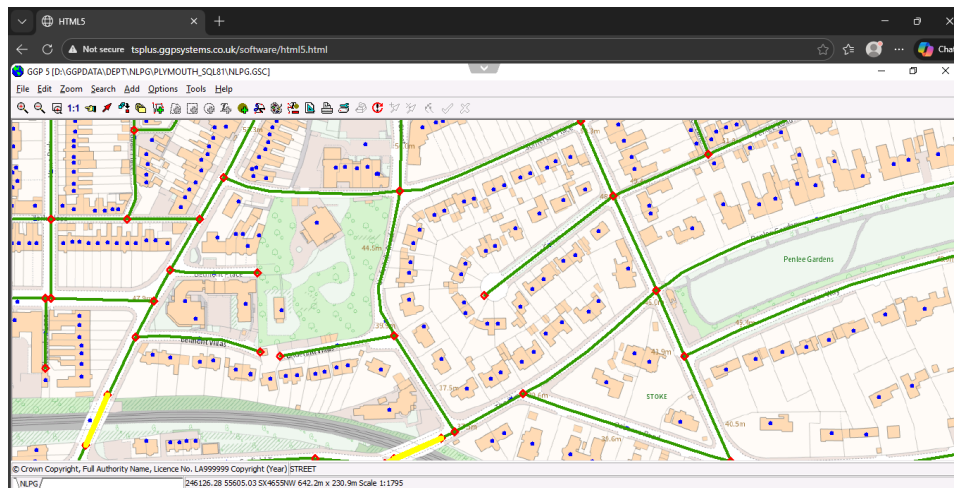
Web Browser – login screen



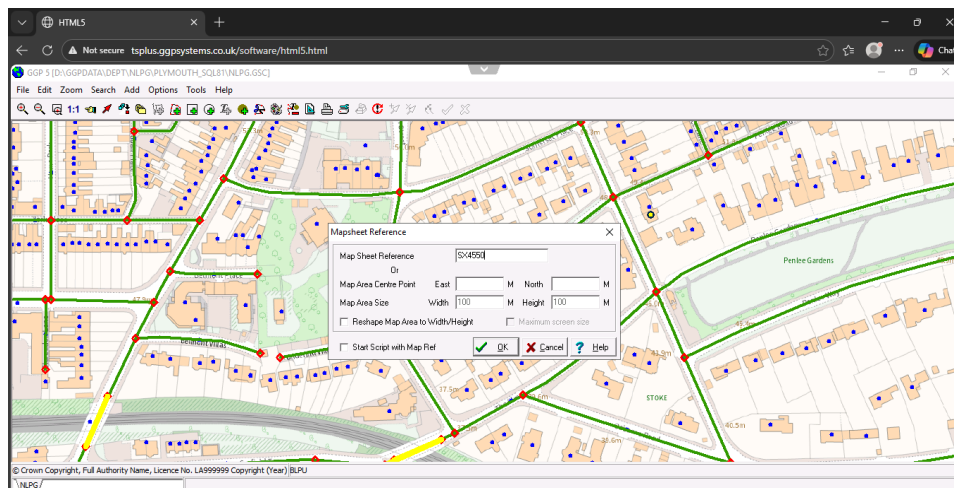
Drawing/digitising



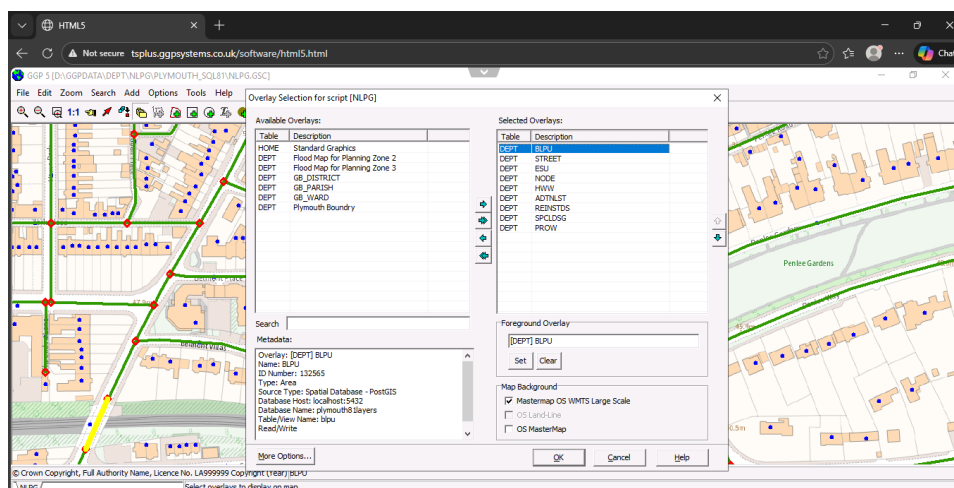
Legend/Key



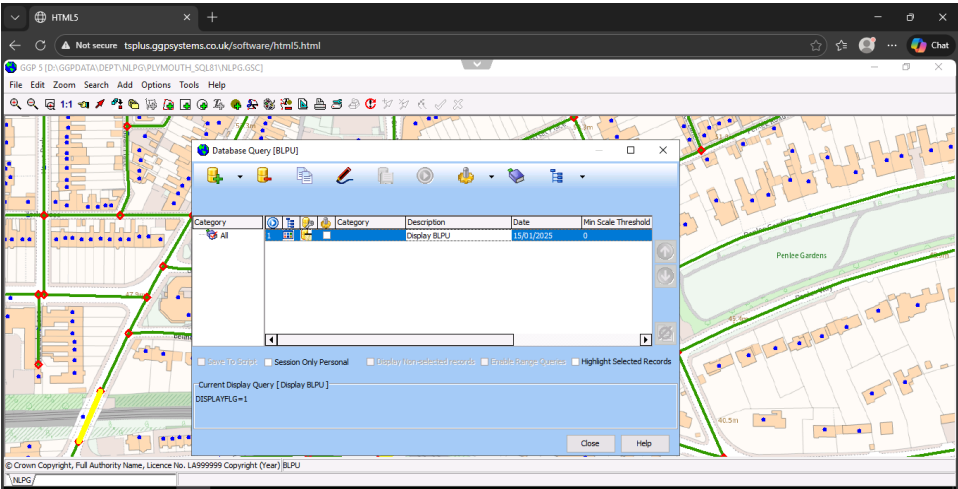
Main map



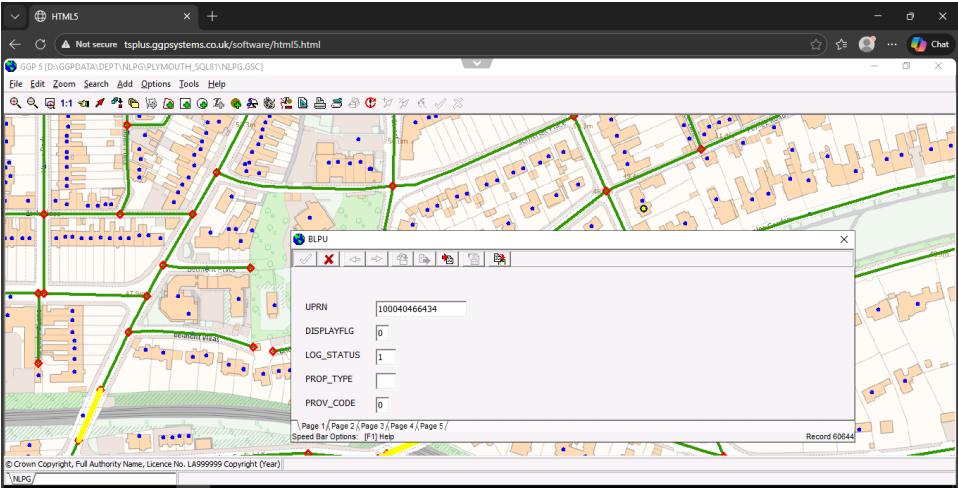
Zoom to coordinates/map ref



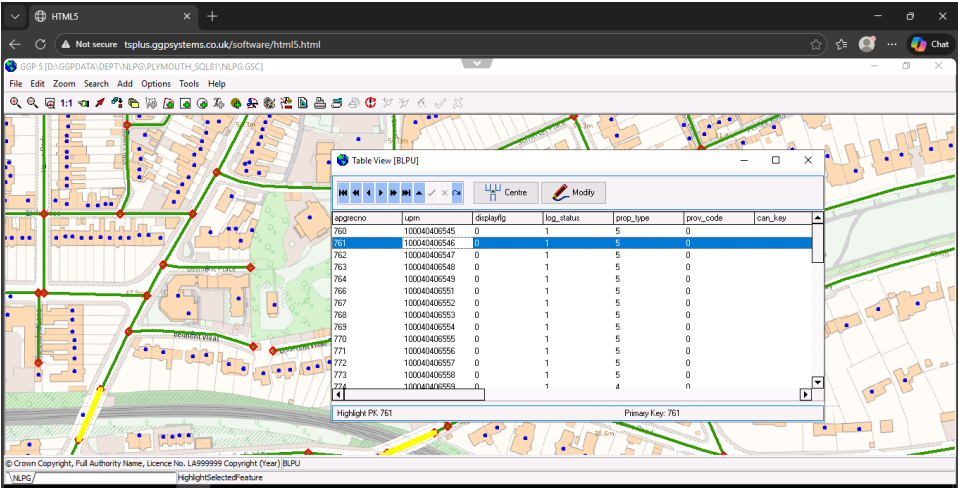
Overlays/layers



Database/display Queries



View attribute Record



View attribute table

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 GIS client interface. These tools 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 GIS 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:

- 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 all datasets to be used in GGP GIS in the Cloud
- Datasets - assess data quality, completeness, and format consistency, and if appropriate clean, standardise, and validate datasets
- Connect to GGP GIS 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
- 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 Address and Street Gazetteer (NGz), Street Naming and Numbering (SNN), Address Matching and our WebGIS applications.

3.2 Additional Services Options

GGP GIS - Basic Training Course (1 day, up to 5 trainees)

The Basic Training course introduces new users to GGP GIS by covering the essentials of launching the application, navigating maps, measuring, and searching with the gazetteer. It teaches how to add and query overlay data, work with raster datasets, and create overlay graphics. Learners also gain skills in designing print templates, printing maps, and using built-in help resources, alongside mastering shortcut keys for efficiency.

GGP GIS - Intermediate Training Course (2 days, up to 5 trainees)

The intermediate courses expand user capability by focusing on both database management and graphic drawing within GGP GIS. Learners develop skills in creating and modifying overlays, designing forms, managing attributes, and linking to external datasets for interoperability. They also practice importing, exporting, and geocoding data while understanding system security and metadata. On the drawing side, participants gain CAD-style proficiency with snapping tools, editing saved graphics, customizing map displays, and working with Ordnance Survey Landline data. Together, these modules build a solid foundation for managing structured spatial data and producing precise, customized map outputs.

GGP GIS - Advanced Training Course (1 day, up to 5 trainees)

The advanced course equips users with analytical and reporting expertise, emphasizing database searching, query building, and update management. It introduces spatial and thematic analysis, labeling, and visualization techniques such as hotspot and cluster analysis. Learners also explore query sharing, advanced display options, and reporting through FastReports, alongside methods for data exchange and exporting query results. This training positions participants to perform complex spatial analysis and generate professional outputs that support decision-making and communication.

GGP GIS - Administrator Training (2 days, up to 2 trainees)

The Administrator training courses provide a comprehensive technical foundation for managing GGP GIS installations and data infrastructures. The first module covers installation components, workstation setup, client PC deployment, licensing, and user management, including security policies, permissions, and configuration files to optimize performance. The second module focuses on data management, teaching administrators how to handle metadata, Ordnance Survey datasets such as MasterMap and rasterized versions, and other raster inputs. It also addresses troubleshooting, overlay data sharing, query management, symbol creation, and maintaining data access. Advanced topics include managing spatial data warehouses and migrating overlays into spatial databases, ensuring administrators can maintain system integrity, performance, and interoperability across large-scale GIS environments.

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 login 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
- Data Migration & Validation
- Configuration of Tools, Workflows & Integrations
- User Training & Enablement
- Rollout
- Post-Launch Support & Continuous Improvement

The onboarding journey begins with a structured discovery phase, where goals, success measures, and timelines are agreed, and the current GIS landscape is mapped in detail—from workflows and data sources to integrations and pain points. Key datasets such as UPRNs, EPCs, IMD, and asset layers are identified early, alongside the roles, permissions, and governance needed for a secure and well-managed system. This foundation leads into environment setup, where the organisation's SaaS workspace is provisioned, authentication is configured, and user groups and admin controls are established, all wrapped in appropriate branding and organisational defaults.

Once the environment is ready, attention shifts to understanding and preparing the data. A full audit clarifies what should be migrated, archived, or rebuilt, and how existing schemas will map to the new platform. Migration then brings these datasets into the system—validating geometry, projections, and attributes, and running quality checks to ensure accuracy. With data in place, tools and workflows are configured, including dashboards, templates, spatial processes, and integrations with systems such as CRM, asset management, and BI platforms. Users are then trained through role-specific sessions, practical guides, and optional advanced modules to ensure confident adoption. The rollout phase publishes final layers and tools, transitions users onto the new platform, and retires legacy components. Post-launch, ongoing support, performance monitoring, and iterative enhancements ensure the system continues to evolve, with new datasets, automations, and improvements added over time.

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)