

Service Definition

GGP SNN 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 SNN in the Cloud

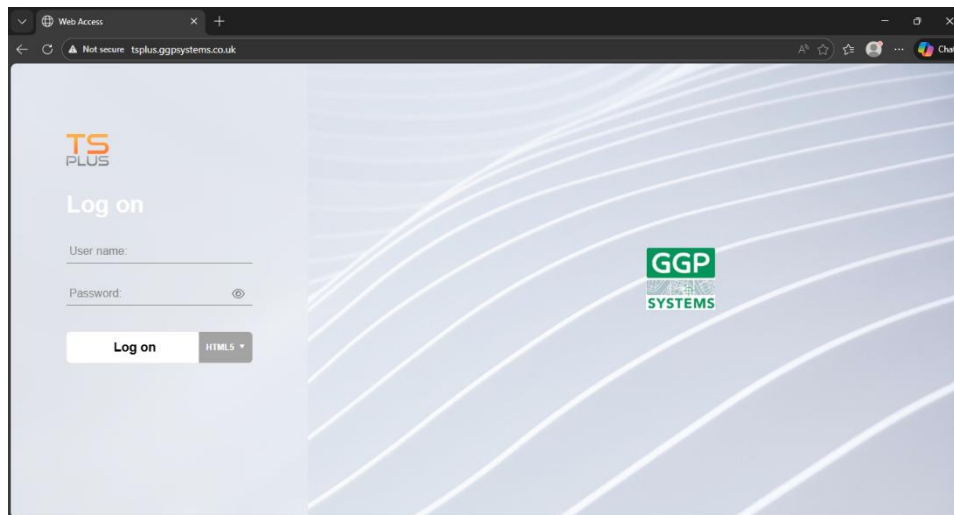
You can effectively record, store and manage all the different types of Street Naming and Numbering requests from many sources and keep a complete history of actions taken in each case.

The SNN module will help you meet the multiplicity of consultations and notifications by enabling you to automatically generate and despatch emails from user-defined templates.

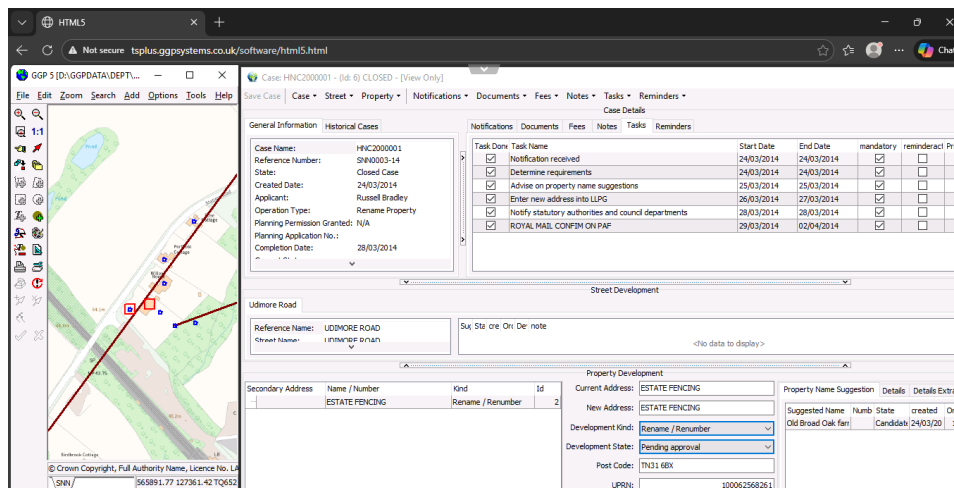
Summary of the key Features:

- Process new streets and naming requests
- Add new properties and process brownfield redevelopment
- Handle major new residential developments
- Renumber an individual property or rename an existing street
- Acknowledge and keep informed the originator of the request
- Consult electronically all interested parties and stakeholders and subsequently notify them of the approved revisions
- Cross-check and draw data directly from the NLPG and update custodian of revisions
- Utilise the benefits of GIS mapping to locate, consult and organise
- Store all contacts and routine document templates, and manage the SNN workflow process from start to finish

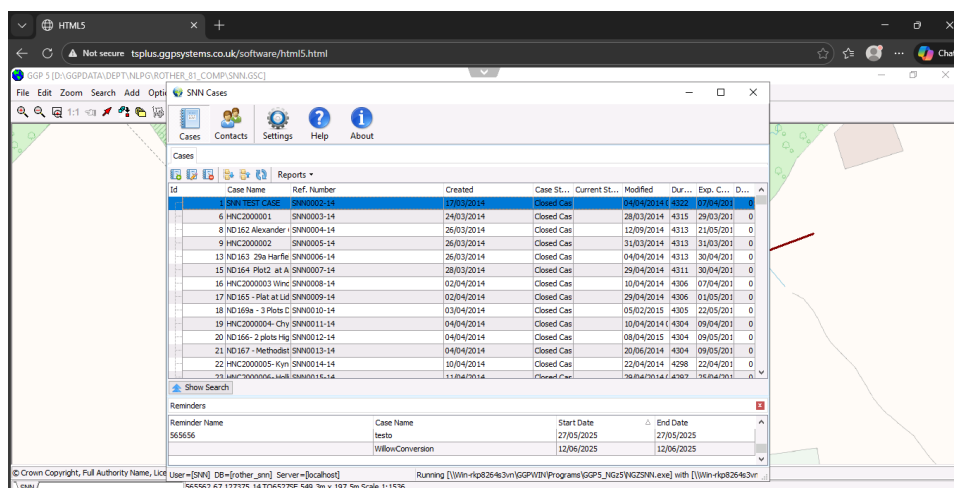
GGP SNN in the Cloud



Web Browser – login screen

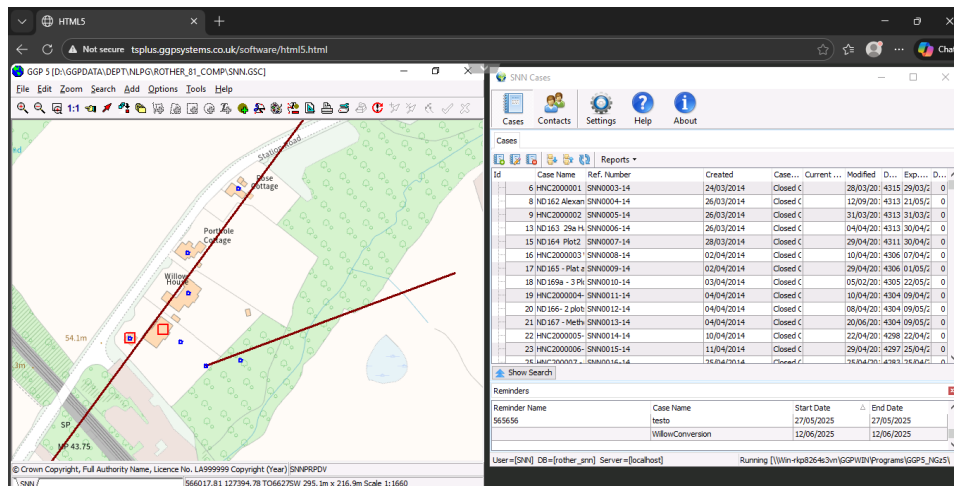


Case with map window

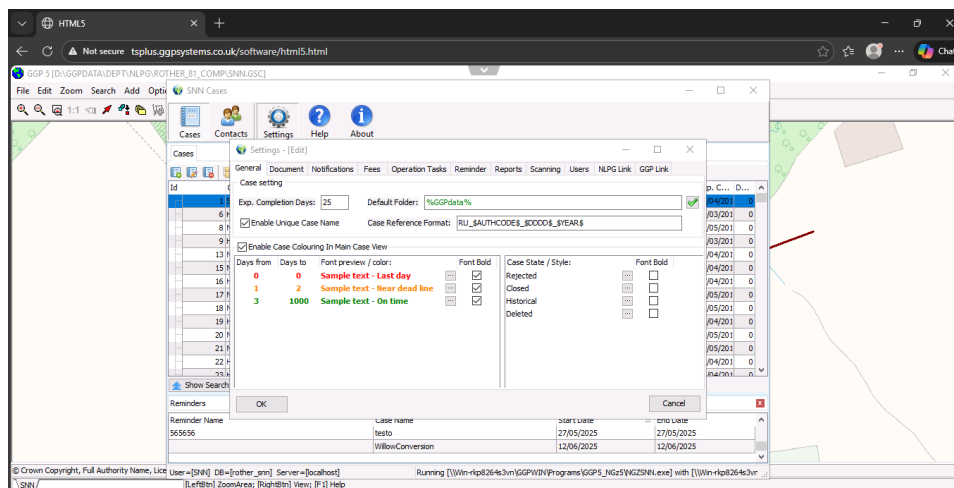


Case list

GGP SNN in the Cloud



Cases and GGP mapping integration



Settings

2.2 Data Migration to the Cloud

For new clients, GGP Systems will facilitate the transfer of data to the hosted server using structured ETL processes.

Where an existing GGP client elects to migrate their self-hosted instance of GGP SNN 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 SNN in the cloud
- Configure GGP cloud environment including cloud storage and folder structures and connection to email
- 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 SNN in the cloud such as Print Templates, custom reports 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 integrations to be used in GGP SNN in the Cloud
- Datasets used in existing SNN Process - assess data quality, completeness, and format consistency, and if appropriate clean, standardise, and validate datasets
- Connect to GGP SNN 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 the full Geographic Information Systems (GIS), Address and Street Gazetteer (NGz), Address Matching and our WebGIS applications.

3.2 Additional Services Options

GGP SNN - Basic Training Course (1 day, up to 3 trainees)

The Training course covers the Street Naming and Numbering (SNN) Application, a comprehensive case management system designed to handle all aspects of street naming and property numbering processes. The application enables SNN officers to create and manage cases for new street development, property creation, renaming/renumbering, and demolition through a centralized framework that includes contact management, document storage and generation, email notifications to stakeholders, task tracking with reminders, fee recording, and integration with the National Land and Property Gazetteer (NLPG) and GGP GIS mapping systems. The guide walks users through the main interface, settings configuration, case creation workflows, and various case scenarios such as adding new streets, batch property creation, suggested name management, and handling both simple and complex developments including properties with child units like apartment buildings.

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 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 Street Naming & Numbering (SNN) system begins with a deep discovery phase, where existing workflows, statutory obligations, and integration requirements are mapped to ensure the new platform genuinely fits operational reality. This is followed by a detailed audit of all SNN data—street records, numbering histories, decision logs, and consultation documents—so that migration rules can be agreed and data quality issues resolved before anything moves across. Once the foundations are clear, the system is configured and customised to match local policy, naming conventions, templates, charging rules, and user permissions, while integrations with LLPG/LSG, GIS tools, CRM systems, and communication gateways are set up and tested early to avoid downstream issues.

With configuration stable, data migration is executed using structured ETL processes, supported by rigorous validation checks and user acceptance testing to confirm the new system can act as the authoritative source. Training then ensures SNN officers, GIS teams, and customer service staff are confident with new workflows and tools, supported by updated internal procedures. Final UAT provides the last assurance before go-live, followed by a controlled transition, communication planning, and readiness checks. The go-live period is followed by an enhanced support phase, where performance is monitored closely and early issues are resolved quickly. Once the system has bedded in, a post-implementation review captures lessons learned, confirms compliance with standards such as BS7666 and

GeoPlace conventions, and identifies opportunities for future enhancements and automation—closing the loop and strengthening long-term SNN operations.

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)