

Crown
Commercial
Service
Supplier



GEOSPHERE
INFRASTRUCTURE OPERATIONS SUITE



GEOWORKS
ASSET MANAGEMENT & MAINTENANCE

G-Cloud 15

GeoWorks Service Definition

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The GEOSPHERE

Overview

The GeoSphere Infrastructure Operations Suite is designed for multi-site and infrastructure operators to simplify managing compliance, energy, and maintenance.

Think of GeoSphere like Office 365® for your operations: a suite of solutions from one vendor, configured to your challenges rather than one-size-fits-all. This integrated approach provides a comprehensive overview and estate-wide control, enabling intelligent decision-making and streamlined operations.

Standalone, each solution solves a specific problem.

Together, they create a hyperconnected operating system for buildings & infrastructure.

The Geosphere includes:

GeoSpaces

Monitors building performance to ensure comfort, efficiency and compliance with legislation. Key capabilities include damp and mould prevention, water leak detection, indoor air quality monitoring, and space usage optimisation.

GeoEnergy

Combines AI-powered automation with human expertise to reduce energy consumption across your entire estate. Connect, collect and analyse energy data in one place, with adaptive IoT control that learns and optimises continuously.

GeoWorks

GeoWorks is a connected asset management platform for multi-site operators, combining maintenance workflows with native IoT and BMS integration to enable proactive, condition-based maintenance across property and infrastructure estates.

Discover more at thegeosphere.com

The Mountain IoT Group

GeoSphere is a key division of the Mountain IoT Group, a leader in digital transformation of infrastructure management, that has maximised operational efficiency and sustainability for multi-site operators since 2010.

The Mountain IoT Group's mission is to harness the power of IoT, machine learning, AI and data analytics to revolutionise business operations, enabling them to achieve greater efficiency, reduce costs, and foster environmental stewardship.

Discover more at mountain-iot.io

Trusted by Many

Across the GeoSphere platform, our technology manages 1M+ assets across 5,000+ sites, delivering up to 30% energy savings, 15% carbon reduction, and up to £1.5M annual maintenance savings per client.

 Global Cybersecurity Contract (USA)	 1600 Pubs	 Data Centers	 15 Sites
 631 Food Retail Locations	 355 Retail Locations	 420 Retail Locations	 150,000 Public Lights
 498 Retail Locations	 165 Education Sites	 485 Retail Locations	 240 Retail Locations
 UK's Largest Rail Operator - 330 Sites	 Asset Management – 40 Stations	 Thames Barrier	 500+ Hospitality Sites

GeoWorks - Overview

GeoWorks is a cloud-hosted asset management platform for organisations managing assets across multiple sites, from property portfolios and commercial estates to street lighting and highways infrastructure. The platform combines reactive and planned maintenance workflows with native connectivity to IoT sensors, building management systems, and third-party data sources, enabling a shift from reactive fault reporting to proactive, condition-based maintenance.

Core Workflow

With GeoWorks, users can report faults, create jobs, and assign them to the appropriate engineers. Mobile workforce management integration ensures the right operative reaches the right site with the right information. The platform provides structured workflows to ensure maintenance tasks are handled effectively from request through to completion.

Modern Interface, Fast Deployment

GeoWorks is designed for rapid adoption. A modern, intuitive interface reduces training time and increases user uptake. Field operatives access the native mobile app (with offline support) to record defects, conduct inspections (including structural, electrical, and visual testing), complete work orders, and capture evidence on site. Most deployments go live within weeks, delivering value at each implementation phase rather than requiring lengthy configuration before first use.

Connected Asset Management

Beyond traditional fault reporting, GeoWorks can ingest live data feeds from IoT devices, BMS platforms, and other building systems to automatically detect anomalies and raise work orders without manual intervention. This closed-loop capability (detect, dispatch, resolve, verify) reduces response times and increases first-time fix rates. Wireless sensor integration detects faults proactively and measures energy consumption precisely, cutting downtime and reducing costs. Native connectivity is available through the broader GeoSphere suite, with GeoSpaces providing sensor monitoring and GeoEnergy enabling energy data integration.

Transparent, Scalable Pricing

GeoWorks operates on a transparent pricing model designed to scale with your estate. There are no hidden costs for essential features, and pricing does not penalise growth. This approach removes commercial barriers for organisations expanding their asset portfolios.

Integration and Reporting

With flexible APIs, GeoWorks connects to existing enterprise systems including finance, HR, and GIS platforms. Dynamic dashboards deliver real-time KPI reporting on energy, maintenance, and environmental data, enabling smarter, data-driven decisions to optimise efficiency and sustainability.

Subcontractor and Compliance Management

GeoWorks streamlines supply chain management with contractor portals, automated invoice approvals, bill of materials tracking, and SLA tracking. Built-in compliance tools help organisations meet statutory requirements, including safety, energy, and CO₂ reduction standards, with audit-ready reporting.

Public Reporting

For street lighting, highways, and public infrastructure, GeoWorks includes an optional public-facing portal for real-time fault reporting and status tracking, improving service responsiveness, fostering transparency, and supporting sustainability efforts.

Users & Use Cases

Assets are everywhere – hence everyone has a role to play in the upkeep of your organisation's assets. GeoWorks is often used by employees from across the organisation: from directors and executives to contractor electricians. Our products are designed and implemented to suit the user wherever they may be.

See below for some of the common user types and their day-to-day thoughts when using an asset and works management software platform like Asset Pro:

Head of Facilities

- Are our assets supporting the organisation's strategic objectives?
- Where are our biggest operational risks right now?
- How is performance trending across compliance, cost, and service delivery?
- Which sites or asset groups need investment or rationalisation?
- Do I have clear, reliable data to report to the board?

Compliance Managers

- Have all statutory PPMs have been completed this month?
- Where have we become non-compliant?
- How many remedial jobs have been raised from this month's work?

Facilities Managers

- Are all reactive and planned jobs progressing as expected?
- Which sites are at risk of falling behind on maintenance?
- Are contractors meeting their SLAs?
- Where do I need to intervene to unblock work?
- What issues are being raised most frequently by site teams?

Facilities Assurance Leads

- Are works being completed to the required standards?
- Where are quality issues or repeat failures occurring?
- Are contractors providing the correct evidence and documentation?
- Which assets or suppliers need closer scrutiny?
- How confident am I in our audit readiness?

Asset Managers

- What is the current condition and lifecycle stage of our assets?
- Which assets are costing us the most to maintain?
- Where should we prioritise replacement or refurbishment?
- Are asset records accurate and up to date?
- How can we optimise performance while reducing long-term cost?

Contractor Managers

- Where will my team be travelling this week?
- What is the most efficient route they can take to save on fuel?
- How many jobs do we have outstanding?
- How much do I need to charge the client this month?

Contract Operatives

- Which sites do I need to travel to this week?
- What tools and equipment do I need for my jobs?
- What tasks need completing at each site?

Finance Officers & Assistants

- What is our forecasted expenditure with each supplier this month?
- Which jobs are typically the most expensive?
- Which suppliers have overdue invoices with us?

Features & Benefits

ISO 55001 Aligned Asset Management

GeoWorks aligns with ISO 55001 principles to help you manage assets consistently, transparently, and strategically. This ensures improved compliance, reduced risk, and better long-term value from your asset portfolio.

GeoWorks is designed to support a broad range of assets and services.



Lighting



Public Buildings



Highways



Smart Cities



Grounds Maintenance



Social Housing



Waste Disposal



Heating Systems



Signage



Energy Consumption



Critical Equipment



Emergency Lighting

Cloud Platform

Access GeoWorks securely from anywhere, at any time, with no on-premises infrastructure required. The cloud platform ensures scalability, automatic updates, and a single source of truth across your organisation.

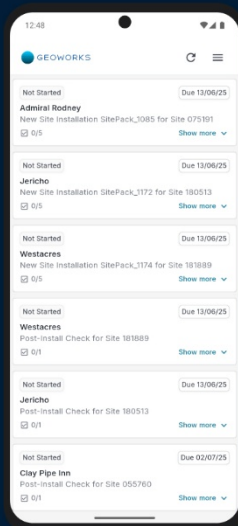
Reactive & Planned Maintenance

Handle both reactive issues and planned preventative maintenance in a single, unified system. This helps reduce downtime, improve compliance, and extend the life of critical assets.

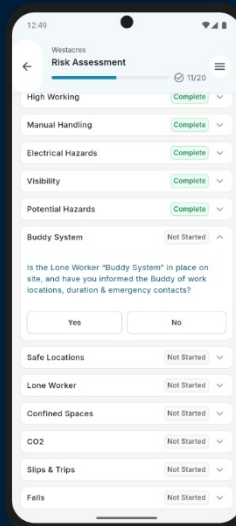
Native Mobile Application with Offline Support

Empower field teams with a native mobile app that works online and offline. Engineers can view jobs, capture evidence, and update records on site—syncing automatically once connectivity is restored.

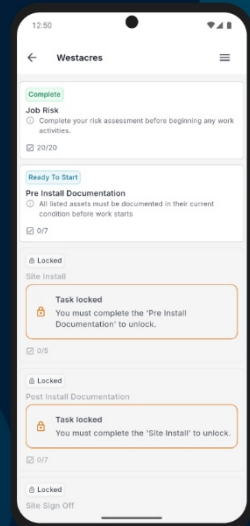
Your jobs,
one simple view



Compliance made
simple



Design your process,
execute effortlessly



Contractor Management

Manage contractors, performance, and compliance in one central platform. GeoWorks improves accountability, streamlines approvals, and ensures work is delivered to agreed standards and SLAs.

API Integration

GeoWorks integrates seamlessly with your existing systems through robust APIs. This enables smooth data exchange with finance, HR, GIS, and other enterprise platforms, reducing duplication and manual effort.

Get Jobs

GET
https://api.thegeosphere.cloud/works/v1/jobs

Request

Headers

X-TENANT Integer

Examples: 1

Responses

200

Body

array of:

- actual_end_date string or null
- actual_start_date string or null
- cost_centre_id string
- created string<style>
- description string or null
- job_id string

Parameters

X-TENANT* : 1

[Send API Request](#) [Live Server](#)

Request Sample: Shell / cURL

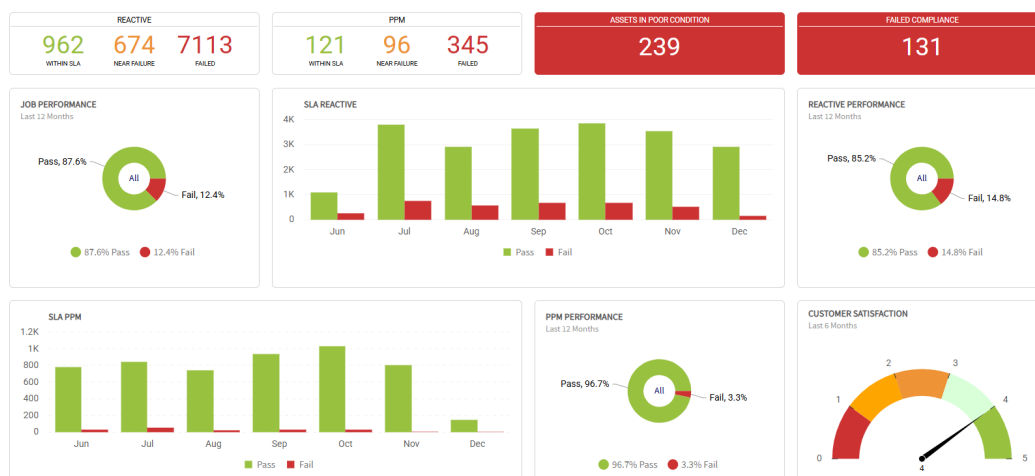
```
curl --request GET \
--url \
--header 'Accept: application/json' \
--header 'X-TENANT: 1'
```

Response Example

```
1 [
2 {
3   "actual_end_date": null,
4   "actual_start_date": null,
5   "cost_centre_id": "4",
6   "created": "Tue, 10 Jun 2025 16:32:10 GMT",
7   "description": null,
8   "job_id": "22963/1",
9   "observed_cause": "Comms Fault",
10  "priority": "Site Visit - High",
11  "service": "FR Fix On-Site",
12  "site": {
13    "address_1": "10 Stafford Street",
14    "address_2": "",
15    "address_3": "",
16    "address_4": "LONDON",
```

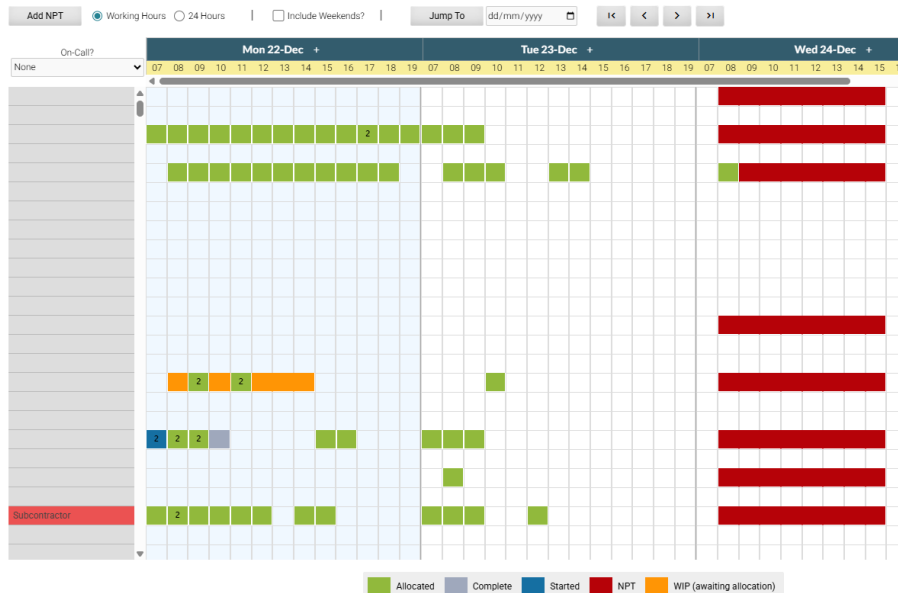
Dynamic Dashboards

Real-time dashboards provide instant visibility of asset performance, compliance status, costs, and workload. Users at every level can make informed decisions using data that's always up to date.



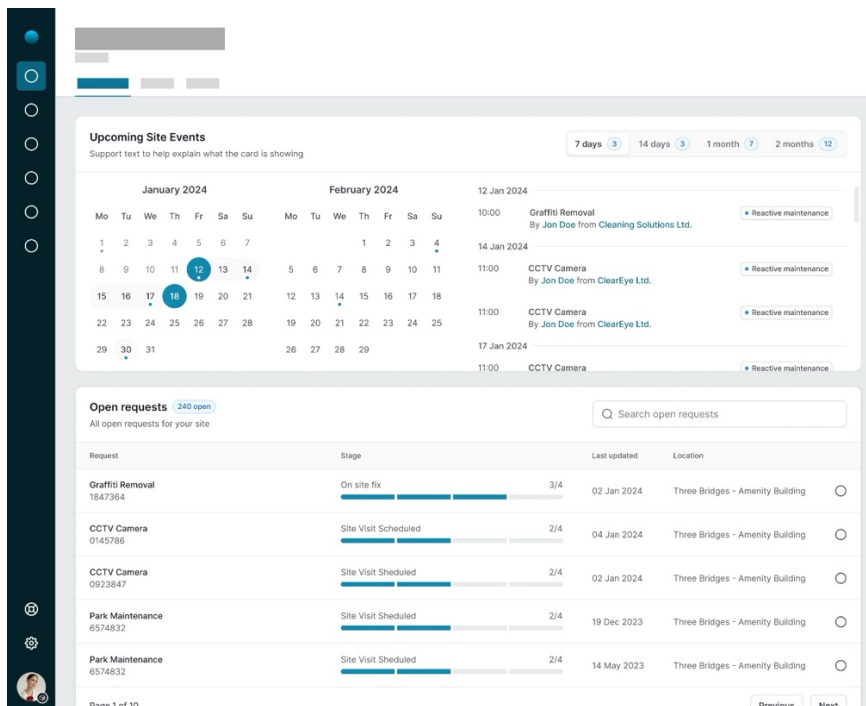
Job Scheduling

Plan, assign, and optimise jobs with intelligent scheduling tools. GeoWorks helps reduce travel time, improve resource utilisation, and ensure the right people are in the right place at the right time.



Modern and accessible design

As part of our current re-design, users can access their sites, assets and operational data using modern, fresh user interfaces that undergo rigorous accessibility testing.



Other Services

Whilst working with several large-scale customers, we understand that it is not always as simple as purchasing an asset management product off-the-shelf. For those with a larger estate, or even those who are taking the first steps to managing their estate more effectively, we have several additional services to support your asset management journey:

Asset collections and verifications

Having an asset management product is only effective if you know your assets. Whilst we do support imports from several other systems, we can also support you in performing full or partial asset collections and verifications. Our certified asset surveyors will discover the assets at each of your sites – collecting vital asset information that may not have previously been known and importing it directly into GeoWorks for you to begin managing.

Professional services

To better support your asset management journey, we can offer project management, bespoke development and user training – removing blockers to utilising the system most effectively.

Why GeoWorks

GeoWorks is intended for multi-site operators (social housing providers, commercial real estate landlords, hospitality chains, educational establishments, retail estates, etc.) who require a robust, scalable, and standardised means to manage your assets, perform planned and reactive maintenance and provide reporting that makes sense.

As a growing industry, the number of available solutions is rising – making it difficult to understand which product will work best for you and your organisation. Here are some of the many reasons why you should become a valued customer of GeoWorks:

Industry Experience

GeoWorks has been supporting organisations with their asset management since 2002, and our team have been supporting the industry for even longer. No other product can offer products with years of industry experience woven into the functionality and user experience.

Growing Team

Through acquisitions and investment, we are at the start of a growth journey. Our team has begun expanding with a range of skillsets and one aim in mind: to create the best asset and works management software available. Now is a great time to join us and revolutionise your asset management processes. All customers will receive access to our roadmap, and the ability to help shape the future of GeoWorks.

Reasonably Priced

It is not often heard in the asset management market, GeoWorks intends to remain as the reasonably-priced solution – removing commercial barriers to new organisations. Our pricing model scales with you, so that both small and large organisations can benefit from our extensive functionality.

What Next?

Perhaps the most difficult and daunting part of adopting a new asset management system, onboarding onto a new system should be a process that's simple and makes sense.

- 1** Once you've chosen the pricing plan that works for you, the GeoWorks team will begin to understand your asset types, maintenance schedules and maintenance workflows to determine the process that you require or would like to adopt. We will assist your team in configuring the product, so it works from day one.
- 2** You may already be using an enterprise asset management system, or you are taking the first steps to better understand your undocumented assets. Our team will work with you and your existing supplier to migrate your asset database or offer our asset collection services or help you in uploading assets directly if you are performing your own collection.
- 3** Finally, we onboard you and your team into the correct roles within GeoWorks so that they can do what they do best! Not forgetting secure login configuration with single sign-on where required.

Technical

Similar to commercial and onboarding, we have removed unnecessary technical blockers that might prevent you from using other systems. To get started with GeoWorks, we recommend the following technical specifications for your end user devices:

- **Display:** 1366×768 minimum; 1920×1080 recommended for dashboards
- **Storage:** Allow up to 10GB for storing downloads and uploaded files
- **CPU:** Modern dual-core (Intel i5 / AMD Ryzen 5 class or better)
- **RAM:** 8 GB recommended (4 GB minimum for light use)
- **Browser:** Latest modern web browsers (Edge, Chrome, Firefox, Safari)
 - JavaScript enabled
 - Cookies and local storage enabled
 - Pop-ups allowed
- **Network:** Internet enabled device
 - 5-10 Mbps per active user
 - Ideally < 100ms latency to our server
 - Reliable Wi-Fi/ethernet connection
 - HTTPS (port 443) allowed outbound

We suggest Microsoft Entra ID if you would like to enable single-sign on for user access but can work with other providers where required.

Mobile operative users should have a currently supported version of iOS or Android with a minimum screen size of 4.7".

Information Security

We understand that information security is a growing concern across all industries. Geosphere Enterprise Software takes information security seriously and implements recommended controls and processes to ensure your data and products remain online, secure and functional.

Here is a brief overview of our commitment to information security. For our information security policy please get in touch at support@thegeosphere.com

CyberEssentials+

CyberEssentials+ is a UK Government-backed, industry-supported scheme to help organisations protect against common online threats. GEOSPHERE undergoes an annual assessment for CyberEssentials+ certification, verifying that we have implemented security controls across five key areas:

- Secure internet connection
- Secure devices and software
- Access control
- Malware protection
- Patch management

By maintaining CyberEssentials+, we demonstrate our commitment to preventing common cyber-attacks, protecting our infrastructure, and safeguarding customer data.



Mountain IoT Ltd

Certificate Number:

17d8bb24-d175-4a8e-9ee3-ba8c0d3cb3fe

ISO 27001:2022

GEOSPHERE is committed to achieving and maintaining ISO 27001:2022 certification by Q3 2026, the international standard for information security management systems (ISMS). Our ISMS defines policies, procedures, and controls to systematically manage risks to information security, including:

- Risk assessment and treatment processes
- Asset management
- Access controls
- Cryptography
- Operations security
- Supplier relationships
- Incident management
- Business continuity

The ISO 27001:2022 certification will demonstrate our structured and ongoing approach to securing sensitive information and managing information security risks.

Disaster Recovery

Here is a brief overview of our disaster recovery process. For our full disaster recovery policy please get in touch at support@thegeosphere.com

Recovery Time Objective

These RTO targets guide the prioritisation of recovery activities and resource allocation during a disaster event. Progress against these targets is monitored throughout the recovery process and reviewed as part of post-incident analysis and continuous improvement.

INCIDENT PRIORITY	DESCRIPTION	TARGET RTO
CRITICAL – FULL SYSTEM OUTAGE	Complete loss of access to the GeoWorks production environment affecting all customers and core services.	Restore within 8 working hours
HIGH – PARTIAL OUTAGE	Degradation or loss of specific core services, modules, or functionality impacting a significant portion of customers.	Restore within 24 working hours
MEDIUM – MINOR DATA ISSUES	Limited data inconsistencies, minor corruption, or isolated issues with minimal operational impact.	Resolve within 5 working days

Recovery Point Objective

The Recovery Point Objective (RPO) defines the maximum acceptable amount of data loss measured in time. Current data protection controls are structured as follows:

- The primary production server is backed up every **24 hours**, establishing a baseline RPO of up to 24 hours for full system restoration.
- File storage is hosted within a Microsoft Azure Storage Account and benefits from built-in versioning and immutability controls, reducing the risk of permanent data loss or corruption.

GeoWorks employs the following backup and retention mechanisms to support recovery integrity:

- **Vault backups retained for 90 days** to allow long-term recovery options.
- **Point-in-time restore capability for up to 30 days**, enabling restoration to specific moments prior to an incident.
- **Soft delete enabled for 35 days**, allowing recovery of accidentally deleted data.

Service Levels

Storing and managing your assets in our product shows great trust, and we understand the level of responsibility we hold.

We commit to the following service levels to provide you with the support you need, when you need it.

REQUEST PRIORITY	DESCRIPTION (GUIDELINE)	TARGET
HIGH PRIORITY - URGENT	A report of an issue that has prevented operations from continuing.	Response: 4 hours Resolution: 24 hours
MEDIUM PRIORITY	Report of a non-blocking issue or request for support	Response: 8 hours Resolution: 48 hours
LOW PRIORITY	Report of a visual issue or request for information about the product	Response: 24 hours Resolution: 5 working days

GeoWorks aims to be available and functional when your team needs it. Therefore, we aim for **99.9%** availability of our product. Customers receive access to an availability monitoring dashboard so that you can track availability and be the first to receive any updates.

Users can get in touch between 9AM and 5PM, Monday to Friday via email, phone or using our dedicated support platform. For our full service-level agreement document, please get in touch with support@thegeosphere.com

Offboarding

Finally, we value our customers greatly and we would love to continue working with you forever, but the offboarding process is something that every organisation should understand before committing to a software product.

If you decide to leave GeoWorks, we will work with you to ensure you have the required information to continue your asset and works management journey with another provider. At the very least, you will receive the following data at the end of your billing period:

- Export of your assets and all associated metadata
- Requests and maintenance history (all requests, jobs and site visits)
- Documentation of your asset types and the associated workflows