

Service Definition

1. What the service is

Searchland is a cloud-based software platform designed to support land, planning and spatial analysis. It enables organisations to identify, assess and prioritise land and development opportunities using integrated planning, ownership, policy and environmental datasets. The service supports evidence-led decision-making and improves efficiency across land, planning and development activities.

2. Data backup, restore and disaster recovery

Searchland is hosted on a cloud-based infrastructure designed to support service resilience and data protection. Data is managed in line with documented operational processes, with monitoring and recovery mechanisms in place to reduce the risk of data loss and service disruption. Business continuity and incident response processes are in place to support recovery in the event of a major incident.

3. Service constraints (maintenance, customisation, limits)

Routine maintenance is carried out during periods of low platform usage, such as late evenings or weekends, to minimise disruption to users. Where possible, maintenance activities are planned and completed without impact to service availability.

The service is provided as a standard, off-the-shelf solution and does not require customer-specific customisation. All users access the same core platform functionality. Bespoke development requests may be submitted through established feedback channels; however, any new features or enhancements are delivered as part of the core product and made available to all users of the service.

4. Service levels (support hours and responsiveness)

Support for the platform is available Monday to Friday, 9:00am to 6:00pm (UK business hours). Users can raise queries in real time via the in-app support channel, which is monitored by Searchland's dedicated support team.

Account-related queries may also be submitted by email and are responded to within the same working day.

Enterprise customers are supported by a named Account Manager, available during working hours to provide account assistance, guidance and ongoing support in line with the agreed service arrangement.

5. Onboarding and offboarding support

Onboarding is provided based on the licence type and service agreement. Users may receive a fully automated digital onboarding experience with online training resources, one-to-one remote onboarding delivered by a Customer Experience Manager, or agreed on-site onboarding and training delivered by Searchland's dedicated team.

At the end of the contract, users retain the option to request data extraction in line with the agreed contract terms. Data extraction is typically included as part of the standard contract. Where specific circumstances apply, Searchland will work with the customer to agree a reasonable and appropriate approach to support transition or service closure.

6. After-sales support

All users are assigned a dedicated Customer Experience Manager who can be contacted during working hours for one-to-one training and support. Users on a dedicated training programme have access to on-demand academy video content and webinar training groups, available at any time.

Enterprise customers have access to a Key Account Manager who provides bespoke training, account support and, where agreed, in-person sessions to support adoption and ongoing usage of the service.

7. Technical requirements

Searchland is a browser-based, cloud-hosted service and does not require any specialist hardware, software installations or on-premise infrastructure. Users require a modern web browser and a stable internet connection. The service is device-agnostic and works across standard desktop and laptop operating systems. No plugins, virtual machines or additional licences are required.

8. Outage and maintenance management

Service availability is continuously monitored. In the event of a significant outage or service degradation, affected users are notified through direct email alerts and in-app notifications. Communications provide information on the nature of the issue, expected impact and progress toward resolution where appropriate.

Searchland does not operate a public status dashboard or outage reporting API. Incidents are managed in line with documented incident response processes, with post-incident review undertaken where appropriate.

9. Hosting options and locations

The service is hosted on Google Cloud Platform (GCP) using managed cloud services designed for scalability and resilience. Hosting configurations and data residency requirements can be discussed and agreed as part of individual customer contracts where required.

10. Access to data (upon exit)

When a contract ends, users can request a complete data extraction from Searchland's technical team. Data is provided in an exportable and portable format to support transition to another service, subject to contractual terms and data access rights.

11. Security

Searchland operates an information security management framework aligned with ISO/IEC 27001 principles. Documented policies and procedures are in place covering access control, data handling, incident management and secure system operation.

Users are provided with access to a dedicated administrative panel that enables role-based user management. Permissions and access levels can be assigned and managed based on user roles, supporting the principle of least privilege and helping organisations manage access securely and consistently.

Information security governance is overseen by senior management, with responsibilities distributed across technical and operational teams. Security incidents or risks are escalated through defined reporting channels and managed in accordance with established incident response procedures.
