

1. Service Overview

GIS Cloud is a secure, cloud-based geospatial software platform (SaaS) that enables public sector and infrastructure organisations to collect, manage, analyse and share spatial data. The service supports operational workflows, decision-making and collaboration through web applications, mobile applications and APIs.

2. Intended Users and Use Cases

The service is designed for public sector organisations including local authorities, central government bodies, utilities, transport organisations, environmental agencies and their delivery partners. Typical use cases include asset management, inspections, field data collection, spatial analysis, public data sharing and operational reporting.

3. Core Service Functionality

- Web-based GIS for mapping, data management and spatial analysis.
- Mobile applications for field data capture with offline capability.
- Dashboards and visualisation for operational reporting.
- No-code configuration tools including form builders and application builders.
- APIs supporting low-code and full-code integrations.

4. Customisation and Configuration

Authorised users can configure data models, forms, applications, workflows, maps and dashboards without writing code. Advanced integrations and automation can be implemented using APIs. Customisation permissions are controlled using role-based access.

5. Hosting and Deployment

GIS Cloud is hosted on Amazon Web Services (AWS). The service can be delivered using public or private cloud deployments. The platform is deployed in multiple geographically separate regions, supporting resilience and availability while meeting data residency requirements.

6. Security and Compliance

GIS Cloud operates an Information Security Management System aligned with ISO/IEC 27001. Data is encrypted in transit using TLS 1.2 or above. User data stored at rest is encrypted on storage media containing customer data. Access controls, logging, monitoring, vulnerability management and incident response processes are implemented.

7. Data Protection and Privacy

Access to customer data is restricted using role-based permissions. Audit logs support monitoring and investigation. GIS Cloud supports data export in open formats to avoid vendor lock-in and to support regulatory and contractual requirements.

8. Resilience and Availability

The service is designed as a resilient, cloud-native platform. Deployments operate independently across multiple regions. Service health is continuously monitored and capacity is managed to maintain availability. Backup and

recovery processes are in place.

9. Onboarding, Training and Support

Users are supported through structured online onboarding delivered by a dedicated customer success team. Documentation, online training resources, courses and user certification programmes are available. Support is provided via web chat and email, with responses within 24 hours on UK working days.

10. Service Constraints

The service requires internet connectivity and a modern web browser. Mobile data collection requires supported iOS or Android devices. Offline functionality is limited to supported mobile features and device capabilities.

11. Data Export and End-of-Contract

Users can export their data at any time using built-in export tools or APIs in common GIS and open data formats. At contract end, data export is included at no additional cost. No mandatory exit fees apply.

12. Incident and Outage Reporting

Service availability and incidents are communicated through a public service status dashboard. Users can subscribe to receive incident notifications and updates.

13. What Is Not Included

The standard service does not include bespoke software development, mandatory on-site services, guaranteed availability SLAs or dedicated technical account management unless agreed separately.