

Geospatial Platform Cloud Services



[Status]

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Service Definition Document - Landmark Information Group: Lot 3: Cloud Support

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Document Control

Supplier Name	Landmark Information Group Limited
Service Name	Geospatial Platform Cloud Services
Date	30 th January 2026
Contact	bids@landmark.co.uk

01 Service Overview

This document is a Service Definition for Geospatial Platform Cloud Services offered by Landmark Information Group (Landmark) as Cloud Support Services through the G-Cloud framework.

Landmark is the UK's leading provider of property, land, and environmental data solutions, delivering actionable intelligence that drives smarter decisions. For over 25 years, Landmark has been the trusted choice for professionals across the legal, property, and environmental sectors, providing accurate, comprehensive data and insights that reduce risk and enable confident decision-making. Our expertise spans geospatial intelligence, risk assessment, and compliance, helping organisations tackle complex property and land challenges with clarity and precision.

Geo Division – Advanced Location Intelligence

Landmark's Geo Division is dedicated to delivering cutting-edge geospatial solutions that transform how organisations leverage location data. By combining spatial data, mapping technologies, and advanced analytics, we enable clients to visualise, interpret, and act on geographic information with confidence.

Our services include:

- **GIS Platforms and Spatial Data Integration:** Seamless integration for enhanced operational insight.
- **Bespoke Insight Solutions:** Tailored analytics to support strategic decisions.
- **Location Intelligence Services:** Unlock the full potential of geographic data for planning, risk management, and compliance.

Working with Landmark means gaining a trusted advisor and technology leader committed to helping organisation's harness the power of location-based intelligence for data-driven success.

What the service provides

The Geospatial Platform Cloud Service provides specialist geospatial consultancy, supporting public sector organisations in transforming their own geospatial data into clear, accurate and decision-ready visual outputs. Rather than supplying a cloud GIS platform, the service delivers expert guidance and hands-on support across data preparation, geoprocessing, cartographic design, spatial analysis, and map production.

Our consultants work directly with customer-provided datasets to create interactive web maps, dashboards, static map products and published map services that follow OGC standards such as WMS, WFS and WMTS. The service ensures customer data is optimised, standardised and visualised in line with industry good practice, enabling improved understanding, operational insight and evidence-based decision-making.

Scope of Services

The consultancy covers a wide range of data visualisation and mapping activities, allowing organisations to benefit from expert support throughout the full geospatial workflow. Consultants can:

- Ingest and prepare customer-provided geospatial datasets, including cleansing, deduplication, coordinate reference system transformation and schema standardisation.
- Design and publish interactive web maps, dashboards and static mapping products (PDF/PNG), applying appropriate cartographic styles, legends and symbology.
- Perform basic spatial analytics to support visualisation, including buffering, overlays, aggregations and spatial joins.
- Configure and publish map services (e.g., WMS/WMTS/Feature Services) and define access controls as required.
- Provide documentation, usage guidance and repeatable processes to support ongoing organisational use.

Associated Services

Landmark offers a range of complementary services designed to enhance the value our services and support organisations throughout their geospatial, integration, and analytical workflows, including the following:

- **Geospatial Cloud Consulting:** Provides expert guidance to help organisations interpret, integrate and optimise geospatial data, ensuring that insights translate effectively into operational and strategic outcomes.
- **Integration Support or Technical Consultancy:** Offers hands-on technical assistance to help customers configure, deploy and optimise API integration within their internal systems, reducing implementation time and ensuring best-practice usage.
 - **GIS Platform Integration Services:** Delivers specialist support for embedding Planning API data directly into GIS environments such as ArcGIS and QGIS, enabling seamless visualisation and spatial analysis workflows.
- **Data Advisory Services:** Helps organisations make informed decisions about data quality, structure, governance, and suitability, ensuring they adopt the right datasets and methodologies for their specific use cases.
- **Related APIs** (e.g., mapping tiles, other planning datasets): Provides complementary APIs that enhance geospatial workflow, such as base mapping, boundary datasets, and additional planning intelligence, to expand analytical capability.
- **Training Packages:** Offers structured training sessions tailored to user needs, covering API functionality, integration techniques, data interpretation, and best-practice geospatial workflows to maximise value from the service.
- **Optional Managed Support Tiers:** Provides enhanced support packages, including extended service desk hours, proactive monitoring, technical account management, and bespoke assistance for organisations requiring higher levels of operational assurance.

Service Boundaries and Constraints

While the consultancy service is highly flexible and designed to support a wide range of geospatial visualisation needs, it operates within the following framework to ensure consistent quality and predictable delivery:

- **Customer-provided data as the foundation:** The service is tailored to maximise the value of your own datasets, ensuring full control, transparency and alignment with your data governance requirements. Additional Landmark and third-party datasets can be provided upon request to compliment your holdings. This approach guarantees that visualisations and analysis remain accurate, compliant and specific to your organisational context.
- **Built on industry-standard tools and formats:** Deliverables are produced using widely-adopted geospatial standards (e.g., WMS/WFS/WMTS), allowing you to incorporate outputs easily into existing workflows. Requirements for highly bespoke formats or proprietary integrations can be supported through additional consultancy where needed.
- **Optimised processing windows:** Certain geoprocessing tasks, especially larger datasets or high-volume transformations, may be scheduled outside standard business hours to ensure efficient execution and minimise impact on your operational activities.
- **Data-driven outcomes:** The quality of outputs naturally reflects the quality of the data supplied. Where data requires additional improvement or restructuring to achieve the best results, enhanced data preparation services can be provided via optional consultancy packages.
- **Standard integration pathways:** Mapping products and services are delivered in forms that are compatible with most GIS and analytics ecosystems. For organisations requiring deeper system-level integrations or custom deployment patterns, Landmark can provide additional technical consultancy to support these expanded requirements.

These boundaries ensure the service remains reliable, efficient and high-quality, while offering clear pathways for customers who wish to extend into more complex or bespoke geospatial capabilities.

02 Service Detail

The service provides a comprehensive suite of geospatial consultancy capabilities that enables organisations to build, enhance or optimise their own GIS platforms using Esri technology, open-source stacks, or a combination of both. Our consultants help you transform your customer-provided datasets—together with Landmark and third-party data, into high-quality maps, visual products and spatial insights that strengthen your operational and analytical capabilities.

The service supports the design, creation and adoption of a wide range of GIS, geoprocessing and visualisation workflows, giving organisations the tools and expertise needed to better understand, analyse and communicate geographic information. It is ideally suited to use cases across planning, environment, utilities, infrastructure, land-use analysis, risk assessment and operational decision-making.

Rather than providing a fixed platform, we deliver consultancy services that help you create, configure or optimise your own GIS environments, data infrastructures and mapping systems. This includes hands-on geoprocessing, spatial analysis, standards-based map service configuration and tailored visualisation development to ensure your geospatial systems deliver maximum analytical and operational value. The service brings together specialist geospatial expertise, advanced spatial analysis tools and configurable outputs. Customers receive optimised map layers, interactive dashboards, static map products and published map services, designed in alignment with industry standards and tailored to their specific organisational, technical and analytical requirements.

Features

- **Geospatial Intelligence:** Delivers GIS, addressing and property-intelligence capabilities to support location-based decision-making.
- **Dataset Access:** Integrates with over 600 national mapping and geospatial datasets for richer analytical insight.
- **Data Management:** Ensures customer geospatial data is maintained, structured and prepared for consistent, high-quality outputs.
- **Spatial Analysis:** Supports buffering, proximity, overlay, thematics and other advanced geoprocessing functions.
- **Standards-Based Services:** Publishes OGC-compliant WMS, WFS and WMTS services for seamless GIS integration.
- **High Availability:** Provides a secure, resilient and scalable cloud environment with continuous service operation.
- **Custom Visualisation:** Produces branded, configurable maps, dashboards and visual tools tailored to user needs.
- **Standards Compliance:** Adheres to GDS, ITIL, ISO 27001 and INSPIRE standards for strong governance and security.
- **Proven Delivery:** Built on extensive experience delivering mapping and data services across major government programmes.
- **Data Transformation:** Supports full digitisation, conversion and reformatting across a broad range of spatial data types.

Benefits

- **Improved Insight:** Helps organisations better interpret location-based patterns, risks and opportunities.
- **Faster Analysis:** Accelerates project delivery through immediate access to authoritative datasets.
- **Data Quality:** Enhances the accuracy and consistency of all mapping and analytics outputs.
- **Better Decisions:** Provides richer evidence for planning, environmental assessment and operational intelligence.
- **Easy Integration:** Reduces technical effort by aligning with GIS industry standards and existing workflows.
- **Operational Continuity:** Ensures critical mapping and analytical services remain available at all

times.

- **User Engagement:** Improves internal and external communication through clear, branded visual assets.
- **Assured Compliance:** Supports regulatory, security and audit requirements across public-sector environments.
- **Service Confidence:** Offers reliability and assurance based on established government-grade delivery.
- **Seamless Interoperability:** Reduces manual reformatting effort and ensures smooth data exchange across systems.

Pricing Overview

Our pricing model is transparent and aligned with G-Cloud requirements:

- **Managed Service Subscription:** Monthly fee based on transaction volume or participant count.
- **Fixed-Price Packages:** For discovery, migration planning and onboarding.
- **Time and Materials:** Our rate card applies for specialist roles.

Day rates for all roles are published within our G-Cloud 15 service listing and can be accessed directly via the Digital Marketplace

Terms and Conditions

Terms and Conditions for all services are detailed in the Terms and Conditions document attached to this G-Cloud Service.

03 Service Provision and Use

Flexible Engagement Models: Designed around your needs

The service is delivered as a flexible engagement, providing organisations with the expert guidance, technical support and hands-on geoprocessing required to design, configure and operate their own GIS platform. Whether customers are building capabilities on Esri technologies, open-source geospatial stacks or a hybrid architecture, our consultants work alongside their teams to create the data structures, map services, analytical workflows and visualisation products needed for a fully functioning platform.

Service delivery typically involves collaborative discovery, requirements shaping, data assessment and solution design, followed by implementation activities such as preparing map layers, configuring spatial services, optimising data pipelines, advising on standards and governance and producing tailored visual assets. Throughout the engagement, customers remain in full control of their environment while benefiting from Landmark's geospatial expertise, best-practice guidance, and repeatable delivery processes, ensuring the resulting platform is robust, scalable, standards-aligned and capable of supporting planning, environment, utilities, infrastructure and operational decision-making needs.

In addition to hands-on delivery, the service is structured to actively support knowledge transfer and capability building within the customer's organisation. Our consultants work collaboratively with technical, operational and analytical teams to embed best-practice geospatial methods, establish repeatable workflows and ensure internal staff can confidently maintain, evolve and extend the platform over time.

This includes coaching on data modelling, standards adoption (OGC/INSPIRE), governance, service design, cartography, spatial analytics, and environment configuration, ensuring the customer gains not just a functioning GIS platform, but the internal capability to operate it sustainably. Engagements are delivered using an agile, iterative approach, enabling rapid prototyping, validation of map services and visual products, and continual refinement based on user feedback. As the platform matures, we provide ongoing advisory support, optimisation recommendations, and optional enhancements to help organisations scale from initial proof-of-concept to fully operational enterprise-grade GIS environments.

Landmark offers a range of delivery options to ensure our service aligns perfectly with your organisation's goals, budget and operational requirements. Whether you need predictable costs, flexibility for evolving projects or a hybrid approach, we provide engagement models that deliver value and accountability.

Managed Service Subscription

- Continuous operational support for integrations and cloud environments.
- Monthly recurring fee based on transaction volume or participant count.
- Includes monitoring, incident/change management, reporting and optimisation.
- Predictable costs, SLA-backed reliability and continuous service quality.

Fixed-Price Package Engagement

- Ideal for discovery, migration planning and onboarding.
- Pre-defined deliverables such as readiness assessment, integration design and risk registers.
- Fixed timeline and cost for predictable budgeting.
- One-stop solution without ongoing support included.

Time and Materials

- Flexible advisory, troubleshooting or bespoke integration work.
- Hourly/daily rate card for specialist roles as defined in our GCloud offering.
- Ideal for projects with evolving scope or uncertain requirements.

Hybrid Model

- Designed for large programmes combining migration and managed operations.
- Fixed-price for initial onboarding plus subscription for ongoing support.
- Ensures a smooth transition from project to steady-state operations.

Onboarding

Landmark's Geospatial Consultancy Cloud Services follows a structured onboarding process designed to ensure clear alignment, smooth mobilisation and a consistent transition into active delivery. The onboarding phase includes the following key activities:

- **Kick-off workshop:** Consultants and client stakeholders meet to align on objectives, scope, timelines, deliver expectations, governance and expected outcomes.
- **Access and Prerequisites:** Landmark confirms all required accounts, systems access, data availability and any software prerequisites, consistent with our broader onboarding procedures.
- **Baseline Assessment:** Consultants access the customers current geospatial environment, data maturity, workflows, technical constraints and readiness, forming the foundation for the implementation approach.
- **Backlog and Planning:** Findings are translated into a delivery plan and prioritised backlog, defining user stories, technical tasks, acceptance criteria and initial sprint sequencing.
- **Environment Setup:** The consultancy team prepares the required environments including configuring cloud GIS platforms, enabling required services, validating integration points and ensuring connectivity.
- **Roles and Responsibilities:** A roles and responsibilities matrix is produced, supported by a RACI matrix, to clarify ownership, approval routes and collaboration points for both Landmark and the customer.

This structured and transparent onboarding approach ensures a smooth mobilisation phase and provides a consistent, dependable transition into delivery sprints that follow.

Offboarding and Handover

Landmark's offboarding process ensures a structured and orderly transition at the conclusion of a geospatial consultancy engagement. This process includes the following activities:

- **Formal Handover:** Landmark provide all agreed documentation including high-level and low-level design artefacts (HLD/LLD), configuration details, workflow diagrams and operational runbooks, ensuring full transparency of the delivered solution.
- **Knowledge Transfer:** Consultants deliver dedicated knowledge transfer sessions so customer teams understand system behaviour, operational procedures, configuration decisions and any bespoke components developed during the engagement.
- **Access Revocation:** Landmark removes all temporary or engagement specific access such as user accounts, API credentials, shared workspace access and integration tokens to maintain the customers security and compliance posture.
- **Asset Register Review:** A final review of the asset register is carried out to confirm what has been delivered, what is retained by the customer and what has been securely deleted or returned in line with contractual requirements.
- **Final Service Report:** Landmark issues a comprehensive closing report summarising activities completed, deliverables provided, outcomes achieved and any outstanding recommendations for future enhancement.
- **Operational Exit Support:** Where required, Landmark can provide extended exit services, including hypercare, migration assistance or advisory input on next-phase improvements, ensuring continuity and minimising operational disruption.

This structured offboarding approach provides clarity, maintains security and ensures the client is fully prepared to operate, evolve or transition the service post-engagement.

Training

Landmark provides a flexible and comprehensive training offer designed to support clients throughout the adoption and operation of geospatial solutions. Training is delivered across the full-service lifecycle and is available in a range of formats to accommodate different learning preferences and organisational needs. Our training offer includes:

- **Classroom-Based Training:** Instructor-led sessions delivered on-site or at Landmark facilities for hands-on, collaborative learning.

- **Virtual Instructor-Led Training:** Live, remotely delivered sessions offering the same expert guidance with increased flexibility.
- **Online Training Modules:** Structured digital content that users can access on demand for self-paced learning.
- **E-Learning Resources:** Video tutorials, guided exercises, and interactive materials to reinforce key concepts.
- **Webinars and Guided Workshops:** Topic-specific sessions providing targeted support and deep dives into particular workflows or technologies.
- **Hands-On Labs:** Practical, scenario-based exercises enabling users to develop confidence with real tools and datasets.
- **Train-the-trainer programmes:** Tailored programmes enabling internal teams to deliver ongoing training within their own organisation.

This flexible, multi-format training approach ensures organisations can build and sustain the skills needed to operate, maintain, and optimise their geospatial solutions effectively.

04 Service Management

Landmark's service management approach is ITIL-aligned and designed to deliver consistent, reliable, and accountable cloud operations. We combine proactive monitoring, clear governance, and robust SLAs to ensure your services run smoothly and securely.

Service Management: Predictable, High Quality Support

Our service management includes:

- **Dedicated Service Desk:** Incident, change and problem management with defined escalation pathways.
- **Clear SLAs and Accountability:** Guaranteed response and resolution times, backed by service credits for persistent breaches.
- **Proactive Monitoring and Reporting:** 24x7 health checks, performance dashboards and monthly KPI reports (e.g., Mean time to repair (MTTR), change success rate, data quality improvements).
- **Governance and Escalation:** Defined RACI matrix, Change and Advisory Board (CAB) processes for controlled changes and escalation paths up to senior management.
- **Continuous Improvement:** Regular service reviews, optimisation recommendations and root cause analysis for recurring issues.
- **Compliance and Audit Readiness:** Evidence packs for ISO 27001, Cyber Essentials Plus and GDPR; vulnerability management and security posture reviews.
- **Customer Engagement:** Monthly service review meetings, quarterly roadmap sessions and optional technical account manager for strategic alignment.

Service Level Agreements

Below are example standard Service Level agreements that would be adjusted and aligned to specific customer contract needs.

Support Hours:

- Standard: 09:00–17:00 UK business days
- Optional: 24x7 coverage enhanced support.

Incident Response Targets:

- Priority 1 (Critical): Response within 15 minutes; resolution within 4 hours
- Priority 2 (High): Response within 1 hour; resolution within 8 hours
- Priority 3 (Medium): Response within 8 hours; resolution within 2 business days
- Priority 4 (Low): Response within 1 business day; resolution within 5 business days

Availability:

- Managed service tooling and monitoring: ≥99.9% monthly uptime.

Change Management:

- Standard changes scheduled weekly; emergency changes processed within 2 hours of approval.

Service Credits:

- Applied for various aligned SLA breaches (e.g., repeated failure to meet P1 response targets or failing key performance metrics of system).

Reporting and Reviews:

- Monthly KPI reports (MTTR, incident volumes, change success rate).
- Quarterly service review meetings to assess performance and improvement actions.

05 Responsibilities

To ensure a smooth and secure cloud engagement, Landmark and the customer share defined responsibilities. This collaborative approach guarantees predictable delivery, compliance and operational excellence.

Customer Responsibilities

- **Provide Customer Datasets and Metadata:** Supply datasets, metadata, attribution rules, attribute dictionaries, business keys and visualisation requirements in agreed formats.
- **Access and Credentials:** Provide all required system access, API keys, certificates, credentials and network configuration (e.g., firewall rules) needed to enable secure integration.
- **Data Governance and Compliance:** Confirm lawful processing basis, provide required data classifications and ensure internal compliance with data-handling, access-control and DPIA requirements. Notify Landmark promptly of any security or compliance incidents.
- **Technical Readiness:** Ensure client environments, browsers, operating systems and devices meet technical prerequisites and maintain appropriate local security controls.
- **Engagement and Governance:** Nominate key contacts, attend workshops, contribute to CAB/governance processes and provide timely review and approval of decisions, designs and deliverables.
- **Testing and Acceptance:** Participate in functional and non-functional testing, validate outputs, confirm acceptance criteria and approve deliverables in line with agreed timelines.
- **Third-Party Dependencies:** Manage licences, tools or systems outside the service scope and coordinate with third-party suppliers for any dependencies required for delivery.
- **Exit and Transition:** Support exit planning, verify exported data, review handover materials and participate in transition activities at the end of the engagement.

Supplier Responsibilities

- **Service Delivery:** Provide ITIL-aligned service management covering incident, change and problem processes to ensure predictable and reliable operations.
- **Provide Landmark and Third Party Datasets and Metadata:** Supply datasets, metadata, attribution rules, attribute dictionaries, business keys and visualisation requirements in agreed formats.
- **Geospatial Production:** Prepare, optimise and quality-assure geospatial layers, maps, dashboards and published map services. Produce static map products where required.
- **Onboarding and Integration:** Support environment setup, access validation, migration planning, integration configuration and readiness activities to ensure smooth mobilisation.
- **Security and Compliance:** Maintain ISO-aligned security controls, governance frameworks and audit-ready evidence packs, ensuring secure, compliant and resilient delivery.
- **Monitoring and Optimisation:** Operate continuous monitoring, performance tuning, data-quality improvements and optimisation cycles to maintain high-quality service performance
- **Documentation and Training:** Deliver comprehensive documentation including schema files, style files, workflow artefacts, runbooks and onboarding guides, alongside role-appropriate training and knowledge transfer.
- **Governance and Reporting:** Provide structured change governance, participate in CAB processes, attend service reviews and supply monthly KPI and performance reports.
- **Repeatable Processes:** Deliver consistent, repeatable and documented processes that support long-term operational sustainability and geospatial maturity.
- **Exit Support:** Provide structured exit services including data export, configuration hand-back, secure de-provisioning and all agreed exit artefacts to support a smooth transition.

06 Security and Information Assurance

Landmark operates to the highest security and compliance standards, ensuring your cloud environment is secure, resilient and audit-ready. Our approach combines industry-leading certifications, robust identity controls, and proactive vulnerability management to protect your data and maintain regulatory alignment.

Certifications

- **ISO/IEC 27001:** Landmark follows an audited framework to protect data confidentiality, integrity and availability ensuring risk management, documented controls, and continuous improvement, demonstrating secure information handling and compliance with government standards.
- **Cyber Essentials Plus:** Confirms Landmark is protected against common cyber threats through secure configuration, access control, malware protection, and patching. Independent testing at the "Plus" level provides additional assurance of system security.
- **ISO 14001:** Shows Landmark actively manages and reduces environmental impact through sustainable practices. It ensures regulatory compliance and supports UK Government Net Zero goals, demonstrating responsible and sustainable service delivery.
- **ISO 9001:** Confirms Landmark uses structured processes to deliver consistent, high-quality services with a focus on continuous improvement and customer satisfaction, reducing risk and ensuring reliable outcomes.

Identity and Access Management, MFA, Role-Based Access Controls

Access control is governed by the principle of least privilege and enforced through:

- Role-Based Access Control (RBAC).
- Just-in-Time (JIT) Access via Lithnet Access Manager.
- Multi-Factor Authentication (MFA) for all privileged accounts.
- Logging and Monitoring: All access tracked and reviewed via Microsoft Sentinel SIEM

Vulnerability Management and Patching

Landmark runs a comprehensive, risk-based vulnerability management programme that protects cloud environments and supports compliance. It focuses on continuous discovery, assessment and remediation of vulnerabilities, prioritised by asset importance and threat exposure, including:

- **Daily Scanning and Patch Management: Aligned to Cyber Essentials Plus timelines**
- **Continuous Attack Surface Monitoring:** Using WatchTower for external exposure
- **Static and Dynamic Testing:** Snyk (SAST/SCA), APIsec, and Acunetix for runtime vulnerabilities
- **Secure Development Lifecycle:** Adherence to Secure Systems Engineering Principles and Coding Standards

Logging, monitoring and SIEM

We maintain a 24/7/365 Security Operations Centre (SOC) leverages Microsoft Sentinel SIEM for real-time monitoring, alerting, and incident detection. Other features include:

- AES-256 encryption at rest, TLS 1.2+ in transit.
- Automated threat response via SOAR.
- Comprehensive logging from Firewalls, IPS, VPNs, Endpoints, WAF, FTP transfers, PAM devices and Databases.
- Endpoint Protection with Microsoft Defender XDR, Zscaler and BitLocker
- Continuous traffic inspection and segmentation enforce the principle of least privilege and zero trust.
- Proven capability to integrate feeds into customer SIEM / SOC.

Penetration Testing Policy

Landmark conducts annual penetration tests using CREST and NCSC-approved partners (e.g., NCC Group, MDsec, IOActive). This validation ensures our security posture meets UK government and critical national infrastructure standards, providing buyers with assurance of robust protection against advanced threats.

07 Backup, Disaster Recovery and Business Continuity

Landmark delivers a robust backup and disaster recovery strategy designed to safeguard critical data, maintain compliance and ensure business continuity. Our approach combines secure storage, encryption and resilience measures to minimise risk and guarantee rapid recovery in the event of disruption.

Backup Strategy and Scheduling

Our backup strategy ensures robust protection of all critical systems and data, supported by daily backup routines, tailored scheduling aligned to regulatory and business requirements and fully documented procedures for audit readiness.

- **Frequency:** Daily backups of critical systems and data, typically during off-peak hours.
- **Tailored Scheduling:** Based on data criticality, regulatory requirements and business needs.
- **Documentation:** Detailed backup schedules and procedures maintained for audit readiness.

Storage and Security

Our data protection strategy is built on a multi-layered resilience approach, combining geographically separated replication, secure nightly and cloud-native backups, strong encryption standards and strict identity-based access controls to ensure the highest levels of availability, security, and recoverability.

- **Replication:** Critical data replicated across geographically separated data centres (South Wales and Exeter) to enhance resilience and availability.
- **Data Centre Backups:** Nightly backups using GFS scheme, isolated from server estate, ransomware protected with immutable snapshots.
- **Cloud Backups:** Region-to-region synchronisation using cloud-native technologies with snapshot recovery capability.
- **Encryption:** AES-256 encryption at rest and TLS1.2+ in transit aligned Landmark's Cryptography policy and Encryption standards.
- **Access Control:** Strict identity-based access controls and authentication mechanisms enforced.

Retention and Compliance

Landmark has defined retention periods based on legal, regulatory requirements and business continuity requirements, with full documentation for audit and compliance assurance.

Business Continuity and Disaster Recovery (BCDR)

Landmark BCDR plan ensures rapid recovery and minimal disruption during major incidents. Key strategies include:

- **Resilience in Network Design:** Geo-redundant UK data centres with N+1 redundancy, diverse routing, and automated failover.
- **Remote Working:** Secure VPN access for all staff to maintain operations off-site.
- **Resilient IT Systems:** Cloud-hosted SaaS where appropriate, supported by Business Impact Analyses and recovery plans.
- **Specialist Partnerships:** Third-party experts engaged for critical resilience functions.
- **Preventative Maintenance:** Comprehensive asset management and testing to prevent downtime.
- **Emergency Response:** Documented incident response plans to mitigate disruption proactively.

Governance and Testing

The governance approach to BCDR includes the following:

- **Incident Escalation:** Reported to senior leadership and customers per SLA; regulators notified as required.
- **Communications:** Clear internal and external communication protocols via Incident Response Plans.
- **Testing and Review:** Annual BCDR reviews and exercise programmes to validate strategies and improve resilience.

08 Accessibility and Usability

To ensure that our cloud-based dashboards, interactive mapping tools and service desk platforms operate at their highest performance and reliability, we recommend that customers implement a set of technical, network and accessibility configurations. These recommendations support a secure, resilient and user-friendly experience across all environments. By aligning with the system, browser, network and accessibility requirements outlined below, organisations can maximise the efficiency, stability and inclusivity of the services we deliver.

These guidelines are not exhaustive but set out the core technical conditions required for consistent performance, secure connectivity and full access to all features across our cloud-hosted services and Geospatial Cloud Consultancy offerings.

Accessibility Standards

- **WCAG 2.1 AA Compliance:** The service aims for full compliance with WCAG 2.1 AA.
- **Service Desk Interface:** The service desk interface is designed to meet WCAG 2.1 AA accessibility requirements.
- **WCAG 2.2 AA Roadmap (In Progress):** Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.

Client System Requirements

To ensure optimal use of cloud dashboards, portals and service desk interfaces, the following client system setup is recommended (non-exhaustive):

Supported Operating Systems

- **Windows:** Windows 10 or later
- **macOS:** macOS 12 or later

Supported Browsers (latest two released versions)

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Network Requirements

Secure Connectivity

- All API calls and portal access must use HTTPS (TLS 1.2 or higher).
- Outbound access must be permitted to approved IP ranges and ports (typically port 443) for any required endpoints.

Firewall Configuration

- Customers must configure firewall rules to allow secure API traffic to approved integration endpoints.

Bandwidth

- Minimum 10 Mbps recommended for stable dashboard access and API-driven interactions.
- Higher bandwidth is advised when transferring large datasets or performing bulk uploads.

Browser Settings

- JavaScript must be enabled for full functionality.
- Cookies must be permitted.
- Pop-up blockers should be disabled for trusted portal/service desk domains.

09 Social Value Commitments

Landmark is committed to supporting government missions and policy outcomes through a comprehensive social value strategy embedded in our operations and contract delivery.

Environmental Sustainability

- ISO 14001 certified, demonstrating robust environmental management.
- Company wide net zero carbon target by 2050
 - Achieve 90% reduction in Scope 1 and 2 emissions.
 - Achieve 46% reduction in Scope 3 emissions.
 - Supported by:
 - Remote working policies to minimise travel.
 - Energy-efficient cloud architectures.
- Alignment with Mission: Make Britain a clean energy superpower (Policy Outcome 4) by actively seeking opportunities to reduce emissions and adopt green technologies.

Skills Development

- Role-based training and apprenticeships to upskill UK teams in cloud technologies.
- Delivery of apprenticeships, supported internships, and T-Level placements relevant to the contract.
- Support for educational attainment and addressing skills gaps through recognised qualifications.
- Alignment with:
 - Mission: Kick start economic growth (Policy Outcomes 1 & 2) by creating new jobs, apprenticeships, and career progression opportunities.
 - Mission: Break down barriers to opportunity (Policy Outcomes 6 & 7) by targeting underrepresented groups and NEETs for training and employment.

Diversity and Inclusion

- Fully inclusive recruitment practices and WCAG 2.1 AA accessibility compliance across all deliverables. Work is underway to extend current accessibility standards to align with WCAG 2.2 AA requirements.
- Monitoring employee engagement rates by protected characteristics and implementing actions to ensure all voices are heard.
- Commitment to fair pay, leave entitlements, and gender/ethnicity pay gap reporting.
- Alignment with:
 - Policy Outcome 6: Removing barriers for disabled people and underrepresented groups.
 - Becoming a Disability Confident employer and promoting equality of opportunity.

Community Engagement

- Partnerships with local education providers to promote STEM careers.
- Collaboration with The King's Trust to support disadvantaged groups.
- Volunteering opportunities for staff and outreach activities to create employment pipelines.
- Alignment with:
 - Policy Outcome 3: Engaging local stakeholders, supporting community-led initiatives, and opening subcontracting opportunities to SMEs, VCSEs, and diverse businesses.
 - Policy Outcome 7: Outreach to schools, colleges, and universities to reduce barriers to entry.

Fair Working Conditions

- Employment contracts reflecting actual hours worked, with clear processes for review.
- Sick pay provision from day one and income replacement policies for carers.
- Initiatives to promote physical and mental wellbeing, including education on nutrition, activity, and financial literacy.
- Measures to cascade good practice throughout the supply chain.
- Alignment with Policy Outcome 8: Investing in workforce health and wellbeing and promoting inclusive working environments.

Modern Slavery Risk Management

- Robust pre-employment checks, safeguarding plans, and supply chain audits.
- Engagement with NGOs and trade unions to address risks.
- Training and awareness programs for staff and suppliers.
- Alignment with Policy Outcome 1: Ensuring ethical practices and fair conditions across the supply chain.

Summary of Impact

Through these initiatives, Landmark will:

- Create and retain jobs and apprenticeships.
- Support in-work progression and career development.
- Promote diversity, inclusion, and fair working conditions.
- Engage communities and open opportunities for SMEs and VCSEs.
- Deliver environmental benefits and work towards net zero.
- Tackle modern slavery risks and uphold ethical standards.

10 Trial Service

Landmark offers a clearly defined, time-bound evaluation period designed to give clients confidence and clarity before moving into full adoption. This collaborative proof-of-concept approach allows organisations to explore the capabilities of our service, validate outcomes in real scenarios, and ensure our solutions align with their strategic objectives.

For further information, or to discuss arranging an evaluation or proof-of-concept engagement, please contact the Landmark Team using the details provided in the Document Control section.



