

PointX (Points of Interest) as a Service



[Status]

G-Cloud Services RM1557.15

Service Definition Document - Landmark Information Group: Lot 2b - Software as a Service (SaaS)

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Document Control

Supplier Name	Landmark Information Group Limited
Service Name	PointX (Points of Interest) as a Service
Date	30 th January 2026
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01 Service Overview

This document provides the Service Definition for Landmark Information Group's (Landmark) Point X (Points of Interest) as a Service offering delivered as a Software as a Service (SaaS) solution 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

Our service provides organisations with a fully managed, secure and high-performance cloud delivery platform for accessing authoritative UK Points of Interest (POI) data. Built on deep geospatial expertise and enterprise-grade infrastructure, it offers reliable, always-on access to a comprehensive national dataset that is accurate, current and operationally ready. By removing the complexity of internal data handling, the service ensures that teams can work confidently with high-quality geospatial intelligence without needing to maintain infrastructure, manage refresh processes or carry out data maintenance themselves.

As a managed service, PointX delivers end-to-end data provision, quality assurance, continuous maintenance and scheduled updates. This eliminates the need for internal data management and ensures that all users benefit from a consistent, trusted and up-to-date source of POI information. The platform supports flexible configuration, custom formats and integration options so that the service can align directly with an organisation's operational workflows, analytical requirements and technology stack.

At the core of the service is the PointX dataset, which is recognised as Britain's most comprehensive national POI dataset, containing over three million features. By aggregating, cleansing and deduplicating these sources, the dataset provides a robust and reliable foundation for geographic insight, operational planning and service delivery across the public and private sectors.

Supported by a dedicated helpdesk and delivered as a trusted single-source service, PointX ensures uninterrupted access to high-quality POI intelligence. Reliable, responsive and operationally ready, it is designed to enhance analysis, planning and decision-making across your organisation.

Scope of Services

PointX as a Service covers a wide range of data visualisation and mapping activities, allowing organisations to benefit from expert support throughout the full geospatial workflow.

- **Fully Managed POI Data Service:** End-to-end management of the PointX (Points of Interest)

dataset, including sourcing, validation, maintenance and delivery.

- **Authoritative, Continuously Updated Data:** Regularly refreshed POI content with rigorous quality assurance to ensure accuracy, consistency and currency.
- **Secure Cloud-Hosted Delivery:** High-performance, resilient cloud platform providing always-on access to PointX data.
- **Flexible Data Access Options:** Multiple delivery formats (API, downloads, integrations) tailored to your technical environment and workflows.
- **Custom Configuration:** Dataset subsets, branding, schemas and delivery methods can be aligned to organisational requirements.
- **Scalable to Organisational Needs:** Supports varied usage volume, operational, analytical, enterprise-wide, without additional infrastructure burden.
- **Cost-Effective Consumption Model:** Removes internal data-management overheads, reducing total cost of ownership and resource demands.
- **Dedicated Helpdesk and Technical Support:** Expert assistance for onboarding, troubleshooting, updates and day-to-day operational queries.
- **Guaranteed Availability and Performance:** Robust service with high uptime, ensuring dependable access for business-critical applications.
- **Single, Trusted Source:** One provider for POI data, support and service continuity, simplifying supply chain and assurance processes.
- **Caching:** PointX as a Service supports high-performance map delivery by caching map services as raster or vector tiles, enabling faster rendering and smoother user experiences.

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 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

Landmark's service provides secure, high-availability access to PointX. While the service is highly flexible and designed to support a wide range of geospatial visualisation needs, it operates within the following boundaries and constraints to ensure consistent quality and predictable delivery:

- **Data licensing restrictions:** PointX data contains both addressable and non-addressable POI features sourced from multiple licensors; some usage rights (e.g., redistribution or onward publication) may be restricted by contractual terms with those data suppliers.
- **Update frequency dependency:** Updates are provided in line with the PointX release schedule (quarterly) and are constrained by update availability from contributing data partners.
- **Performance and fair-use limits:** API and map service access may be subject to rate limits or throttling to protect platform stability for all users.
- **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.
- **Broader management consultancy:** Services not directly related to consuming the PointX data service.

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

PointX as a Service delivers authoritative Points of Interest (POI) data through a fully managed, cloud-based Data as a Service (DaaS) model, providing a scalable, reliable and continuously updated foundation for location-based insight, analysis and strategic decision-making. It ensures organisations can depend on accurate, current and comprehensive POI intelligence without the overhead of managing data themselves.

The dataset offers a detailed positional index of Points of Interest across Great Britain, capturing both addressable and non-addressable features. These include shops and businesses, schools and healthcare facilities, transport infrastructure, leisure and tourism destinations and key natural and man-made landscape features. Where possible, each feature is linked to a Unique Property Reference Number (UPRN), enabling seamless connection with AddressBase and supporting enrichment, interoperability and advanced spatial analytics. Its three-level hierarchical classification system, covering groups, categories and more than 600 detailed classes, enables precise filtering, grouping and thematic analysis across a broad range of operational and strategic use cases.

PointX data is created through a rigorous process of aggregation, cleansing and deduplication, supported by positional accuracy scoring to ensure geolocation precision down to building-footprint level (where available). Continuous quarterly updates ensure that the dataset remains current and dependable for application development, modelling, mapping and operational workflows.

Delivered as a scalable and cost-efficient cloud service, PointX allows teams to search, filter, visualise, export and consume POI data without maintaining local infrastructure. Covering everything from airports to zoos and cash points to cattle grids, it provides a rich contextual layer for analysis, modelling and reporting. Its structured classifications and consistent national coverage support evidence-based assessments across themes such as accessibility, demand, risk, operational planning and site evaluation. Full classification lists can be provided upon request.

With flexible delivery options, configurable schemas and integration-ready formats, the service embeds easily into client solutions, dashboards and analytical models. It enables organisations to operate with confidence, knowing they are working from a single authoritative POI dataset that strengthens analytical accuracy and decision quality.

Our service gives full freedom to shape and optimise the geospatial ecosystem. Landmark supply the data, expertise and configuration support needed to:

- Enhance existing GIS or mapping systems.
- Optimise data infrastructures and processing workflows.
- Build tailored visualisation and analytics solutions.
- Maximise operational and analytical value.

With automatic updates, guaranteed availability and minimal internal management overhead, public sector and government organisations can accelerate:

- Infrastructure and spatial planning.
- Environmental risk assessment.
- Policy evaluation and regulatory activity.
- Operational decision making with confidence.

By replacing complexity with a single, dependable source of truth, our service transforms how organisations access, manage and apply geospatial intelligence; while maintaining full architectural flexibility to develop the geospatial insight that best suit their needs.

Features

PointX as a Service provides configurable geospatial capabilities tailored to the level and complexity organisations require. Once connected, teams can perform a full range of spatial operations built specifically to enable use of POI data, supporting insight-led analysis, modelling and decision-making

across a wide variety of use cases.

- **Authoritative POI dataset access** delivered as a managed service using over 100 data suppliers including 118 Information, Green Street Retail intelligence & Ordnance Survey
- **Dataset curation and quality assurance** (validation, consistency checks, de-duplication processes)
- **Quarterly refresh and updates** to keep POI intelligence current
- **Flexible delivery methods** (e.g., API and/or secure file delivery, depending on agreed implementation)
- **Configurable extracts** (geographic areas, thematic subsets, attribute selections)
- **Documentation and metadata** (schemas, data dictionary, release notes)
- **Support and service management** for onboarding, operational queries and ongoing changes.
- **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 API data directly into GIS environments such as ArcGIS and QGIS, enabling seamless visualisation and spatial analysis workflows.
 - **GIS Data Integration Services:** Delivers specialist support for delivering data in a suitable format including, ESRI File Geodatabase or Geopackage. The PointX data is available in formats including: CSV, TXT, SHP, FGDB, GPK and Map Infor TAB.
- **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.

Benefits

Landmark's PointX service enables organisations to accelerate outcomes by ensuring their teams always have access to the most complete, accurate and current POI data available. PointX is ideally positioned to underpin data insight and geospatial consultancy projects. The dataset enhances analytical output by providing a robust, trusted contextual layer.

By ensuring access to a single, authoritative POI source, PointX strengthens the reliability, accuracy and impact of consultancy recommendations and project deliverables:

- **Simple access to POI data:** Supporting market and customer insight studies.
- **Influence decision making:** Enhancing site selection, catchment analysis and location strategy.
- **Ready to Use POI data:** Reduces data preparation time and accelerates insight delivery with reliable, repeatable data.
- **Consistent Data Quality:** Improves confidence in analysis through consistent, quality-assured POI data.
- **Reduced operational overhead:** No need to source, process or maintain POI data internally.
- **Improved analytical confidence:** Consistent, quality-assured auditable data reduces errors and rework.
- **Faster project delivery:** Pre-validated, ready-to-use data accelerates consultancy workflows. Supports scalable delivery across multiple projects/teams
- **Enhanced insight quality:** Richer context supports stronger evidence-based decisions.
- **Scalable and future-proof:** Service adapts to evolving analytical, operational and client needs.
- **Single trusted supplier:** Streamlined contracting, procurement and assurance processes.
- **Significant reduction in internal data acquisition and maintenance workloads:** Freeing teams to

focus on analysis rather than administration. Minimises internal overhead for dataset administration and refresh cycles

- **Improved decision-making confidence:** Across planning, infrastructure, environmental risk, regulatory and operational functions.
- **Faster time to value:** With curated and governed datasets available immediately, accelerating analytics, modelling and product development.
- **Full helpdesk and expert support:** Providing assurance and rapid issue resolution.
- **Reliable, “always-on” service availability:** Removing concerns about data loss or downtime at critical moments.

Pricing Overview

Our Service operates on an annual subscription model, with the full contract value payable upfront at the start of the term. This provides customers with a predictable, clearly defined cost covering the agreed datasets, service levels and included support for the full year. Full details are provided in our Pricing Document.

Additional Cloud Services

Landmark provides a range of additional cloud, data and geospatial consultancy services (see our Associated Services) that can be procured alongside the core DaaS Service. These are available under two commercial models, designed to offer flexibility, predictability and alignment with the scope of work required. Prices are defined using Landmark’s published day rates on Digital Marketplace.

- **Fixed Price Packages:** For well-defined and scoped pieces of work, such as onboarding activities, data preparation, dataset configuration, migrations, enhancements, training or specific delivery milestones.
- **Time and Materials:** Where work requires flexibility, exploratory activity, or specialist expertise, such as complex integrations, advanced geoprocessing, bespoke data workflows, or architectural consultancy

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

Ordering and Invoicing

Customers should submit orders to Landmark using our pro-forma, ideally via email. Invoicing terms will be agreed at the point of service provision and may include:

- Annual payment up front.
- Monthly payment in arrears.
- Milestones based invoicing.

Any set up or other agreed start-up fees will be included on the first invoice. Likewise, any pre-agreed termination fees will be applied to the final invoice.

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

Landmark's PointX as a Service is built around flexible engagement models that adapt to each organisation's technical environment, data maturity and operational needs. Rather than prescribing a fixed platform, Landmark provides expert guidance, technical support and hands-on geoprocessing required to help customers integrate authoritative geospatial data into their own GIS workflows, systems and cloud environments. Customers retain full control of their technology stack while benefiting from Landmark's best-practice approach, proven delivery processes and deep geospatial domain expertise.

Service Levels

Our PointX as a Service offering is available across the following standard geographies. (Point count based on the December 2025 release)

- **United Kingdom (UK):** Full UK coverage - over 3 million points.
- **Great Britain (GB):** Full GB coverage - over 3 million points.
- **England:** Over 2.9 million points.
- **Scotland:** Over 460,000 points.
- **Wales:** Over 230,000 points.
- **Northern Ireland:** Over 52,000 points.

In addition to these standard geographic packages, we can also provide:

- Other bespoke geographies, such as regions, local authority areas, or custom boundaries.
- Selective category packages, allowing you to licence only the POI themes or feature types relevant to a specific use case.

Each engagement typically includes collaborative discovery and requirements shaping, followed by data assessment and solution design to ensure the right datasets, formats and services are aligned to customer needs. Implementation activities can include:

- Preparing and optimising map layers and data pipelines
- Configuring OGC-compliant spatial services (WMS, WFS, WMTS)
- Advising on geospatial standards, governance and data modelling
- Creating tailored visualisations, dashboards and analytical outputs

The result is a robust, scalable and standards-aligned data foundation capable of supporting planning, environment, utilities, infrastructure and operational decision making.

Onboarding

Onboarding is straightforward and requires minimal technical effort. Customers are provided with an authentication key at login. Once the authentication key is activated, users can immediately integrate with and begin querying the Planning API. No additional setup or configuration is required.

Landmark provides support during onboarding to help customers activate the service, answer technical questions, and ensure they can successfully integrate with the DaaS provision.

Offboarding and Handover

Customers can end the service by providing 30 days' notice.

At the end of the notice period, the authentication key will be deactivated and access to the service API and all data available through the API will cease.

Where service migration is required, Landmark will work with customers to support a smooth transition to or from the delivered service. This includes providing guidance and technical support to help minimise disruption, maintain continuity of service, and support operational workflows during the migration process.

Training and Knowledge Transfer

Landmark provides comprehensive training and knowledge transfer services designed to equip customer teams with skills and confidence to manage, maintain and optimise their geospatial and cloud based environments. Our approach blends practical workshops, role-based learning coaching and detailed technical documentation to build internal capability and reduce long-term reliance on external support.

We can provide training as an additional customer support package. This will be tailored to meet your individual requirements. Here are some of the training options we offer:

- Instructor-led training courses
- User documentation and online help resources
- Courseware and structured learning materials
- Reference guides
- Installation and configuration guides
- Maintenance and operations documentation
- Release notes and usage examples

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

A core element of Landmark's service is active knowledge transfer. Our consultants work directly alongside technical, operational, and analytical teams to embed best-practice geospatial methods, establish repeatable and scalable workflows, and ensure internal staff are fully capable of maintaining and enhancing the environment over time. This hands-on knowledge transfer includes:

- Data modelling and schema design
- Adoption of OGC and INSPIRE standards
- Governance, service design, and lifecycle management
- Cartography and spatial analytics best practice
- Environment configuration, optimisation, and performance tuning

Through this combined training and coaching approach, customers gain the technical understanding, documentation, and operational confidence needed to grow and sustain a robust geospatial capability.

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.
- **Named service contact:** For operational coordination
- **Planned release communications:** update notes, schema change notifications
- **Managed change process:** For enhancements, schema changes and delivery method updates
- **Incident management:** Prioritisation and escalation (aligned to agreed support model)

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: $\geq 99.9\%$ monthly uptime.

Change Management:

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

Reporting and Reviews:

- 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.
- **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 and getting started guides.
- **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 independent 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 and 2) by creating new jobs, apprenticeships, and career progression opportunities.
 - Mission: Break down barriers to opportunity (Policy Outcomes 6 and 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.



