

Geospatial Consultancy Cloud Services



[Status]

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

Contents

Contents.....	2
01 Service Overview	4
Geo Division – Advanced Location Intelligence	4
What the service provides	4
Scope of Services	5
Service Boundaries and Constraints	5
Service Constraints	5
02 Service Detail.....	6
Features	6
Benefits	6
Associated Services: Driving value beyond core delivery	7
Pricing Overview	7
Terms and Conditions	7
03 Service Provision and Use.....	8
Flexible Engagement Models: Designed around your needs.....	8
Onboarding.....	8
Offboarding and Handover.....	9
Training.....	9
04 Service Management	11
Service Management: Predictable, High Quality Support	11
Service Level Agreements	11
05 Responsibilities	12
Customer Responsibilities	12
Supplier Responsibilities	12
06 Security and Information Assurance	13
Certifications.....	13
Identity and Access Management, MFA, Role-Based Access Controls	13
Vulnerability Management and Patching	13
Logging, monitoring and SIEM	13
Penetration Testing Policy	13
07 Backup, Disaster Recovery and Business Continuity.....	14
Backup Strategy and Scheduling.....	14
Storage and Security.....	14
Retention and Compliance	14
Business Continuity and Disaster Recovery (BCDR).....	14
Governance and Testing	14
08 Accessibility and Usability	15
Accessibility Standards	15
Client System Requirements.....	15
Network Requirements	15
09 Social Value Commitments.....	16
Environmental Sustainability	16
Skills Development	16
Diversity and Inclusion.....	16
Community Engagement	16
Fair Working Conditions	16
Modern Slavery Risk Management.....	17
Summary of Impact	17
10 Trial Service	18

Document Control

Supplier Name	Landmark Information Group Limited
Service Name	Geospatial Consultancy Cloud Services
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Contact	bids@landmark.co.uk

01 Service Overview

This document is a Service Definition for Geospatial Consultancy 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

Landmark's Geospatial Consultancy Cloud Service provides organisations with a comprehensive, end-to-end capability for managing, analysing, and operationalising spatial data. Leveraging leading GIS technologies, secure cloud platforms, and expert consultancy, the service brings together high-quality datasets, advanced analytics, and tailored geospatial workflows to support informed decision-making, operational efficiency, and long-term geospatial maturity. Designed for public sector and enterprise environments, it delivers a robust foundation for scalable, compliant, and data-driven geospatial operations. The service provides:

- **A complete geospatial delivery framework:** Tailored consultancy that guides organisations from discovery through design, build, transition, and operational optimisation.
- **Expert support for cloud-based GIS modernisation:** Guidance on adopting secure, scalable, future-ready cloud architectures for geospatial workloads.
- **End-to-end enablement for spatial data operations:** Help establishing sustainable data practices, governance models, and quality processes.
- **Accelerated geospatial transformation:** Structured workflows that reduce implementation complexity and support smooth migration from legacy systems.
- **Operational uplift through best-practice geospatial methods:** Improved efficiency, reliability, and performance across mapping, analysis, and spatial decision-support processes.
- **User empowerment and capability building:** Training, documentation, and knowledge transfer that equip teams to confidently operate and evolve their GIS estate.
- **Strategic alignment and decision support:** Consultancy ensuring geospatial investments directly support organisational objectives and long-term strategy.
- **Secure, compliant foundations for geospatial activity:** Built-in governance, risk management, and assurance aligned with public-sector standards.
- **Scalable pathways for future enhancement:** Flexible models enabling organisations to expand capability or evolve services without disruption.
- **A trusted partnership model:** Ongoing engagement with specialist consultants who provide insight, guidance, and continuous improvement.

Scope of Services

Landmark is an acknowledged expert in Cloud Geospatial Consultancy service and globally leading proprietary and open-source geospatial technologies, delivering a full lifecycle approach to cloud-based GIS implementation. As an Esri Partner, Ordnance Survey Partner and AGI Associate Member, we combine industry-leading platforms with open-source innovation to deliver robust, scalable solutions.

Our services cover every stage of the journey, including:

- **Business Analysis:** Understanding organisational needs and defining success criteria.
- **System Design:** Architecting secure, scalable GIS solutions tailored to client requirements.
- **Solution Development:** Building and configuring cloud GIS environments using best-in-class technologies.
- **Data Management:** Integrating, validating, and maintaining spatial datasets for accuracy and consistency.
- **Transformation Management:** Supporting change management and adoption strategies for seamless transition.
- **Service Management and Support:** Providing proactive monitoring, incident resolution and performance optimisation.
- **Training and Skills Transfer:** Delivering role-based training and knowledge transfer to empower client teams.

We offer complete flexibility in our Geospatial consultancy services, from enterprise-level projects to targeted guidance and technical support on specific aspects of cloud GIS.

Our Service combines cutting-edge GIS technologies, secure hosting, and bespoke workflows to enable organisations to harness accurate, actionable spatial data. Designed for public sector and enterprise clients, this service supports strategic decision-making, operational efficiency and data-driven insight through advanced location intelligence capabilities.

Service Boundaries and Constraints

While Landmark provides comprehensive cloud enablement and managed services, the following items are outside the scope of this offering:

- **Supply of Physical Hardware or Colocation Services:** We do not provide physical servers, networking equipment or data centre hosting.
- **Third-Party Licence Costs:** Unless explicitly included in agreed pricing, external software licences are excluded.

Service Constraints

- Managed monitoring covers delivered components only; buyer-owned systems excluded.
- Emergency changes outside agreed windows may require additional approval and could impact SLAs.

02 Service Detail

Landmark's Geospatial Consultancy Cloud Service provides organisations with a comprehensive, end-to-end capability for managing, analysing and operationalising spatial data. Leveraging leading GIS technologies and secure, scalable cloud platforms, the service brings together multiple datasets with assured accuracy, currency, and quality. From rich mapping and visualisation across mobile, web, and desktop environments to automated planning alerts, bespoke geospatial workflows and advanced analytics, the service is designed to streamline processes and enable data-driven decision-making.

Real-time data delivery, specialist governance support and a full lifecycle of onboarding, training, and user guidance ensure that customers can confidently adopt geospatial solutions that enhance productivity, reduce operational risk, and optimise resources. This holistic approach empowers users to improve efficiency, meet regulatory obligations, and scale seamlessly in line with organisational needs.

Features

- **Spatial Data Integration:** Seamlessly integrates and manages spatial data using leading GIS technologies.
- **Data Quality Assurance:** Combines multiple datasets with rigorous accuracy, currency, and quality checks.
- **Cross Platform Visualisation:** Provides mapping and visualisation tools for mobile, web, and desktop environments.
- **OSMM NGD Transformation:** Expert consultancy aligning datasets into future ready structures.
- **Custom Geospatial Workflows:** Develops bespoke workflows tailored to specific organisational and operational requirements.
- **Advanced Analytics:** Generates spatial analytics and insights to support robust, data driven decision making.
- **UPRN Matching:** Enables consistent property identification by integrating UPRNs across all geospatial and operational datasets.
- **Real Time Data Delivery:** Supplies live data feeds for seamless integration into existing systems and processes.
- **Compliance and Governance Support:** Provides specialist guidance on regulatory compliance and geospatial data governance.
- **Full Lifecycle Enablement:** Includes comprehensive onboarding, documentation, user guides, and ongoing training throughout the service lifecycle.

Benefits

- **Informed Decision-Making:** Provides highly accurate geospatial data to support confident strategic planning.
- **Operational Efficiency:** Reduces lead times and improves productivity through streamlined data integration and workflows.
- **Cost Optimisation:** Minimises infrastructure costs and optimises resource usage through flexible, scalable cloud platforms.
- **Tailored Capability:** Delivers solutions customised to organisational needs, from simple visualisation to complex geoprocessing.
- **High Availability:** Ensures 'always-on' access through secure, resilient platforms with robust disaster recovery.
- **Data Integrity Assurance:** Guarantees dataset accuracy and consistency through expert data management practices.
- **UPRN Adoption:** Improves data accuracy and interoperability by unifying records under a single trusted location identifier.

- **Sustainability Alignment:** Supports client sustainability goals through energy-efficient cloud architectures and workflows.
- **Enhanced User Support:** Provides dedicated account managers, technical specialists, and ongoing training for continuous improvement.
- **OSMM and NGD Interoperability:** Improves insight and reduces migration risk.

Associated Services: Driving value beyond core delivery

Landmark offers a suite of associated services designed to enhance your cloud adoption journey and maximise business outcomes. These services provide additional expertise, governance and support to ensure your transformation is secure, efficient, and aligned with best practices.

- **Project Management and Governance:** Agile delivery for migration and optimisation projects, supported by robust governance frameworks and risk registers.
- **Cloud Adoption Governance:** Development of policies and compliance frameworks to manage risk and ensure accountability.
- **Security and Compliance Audits:** Independent assessments to validate controls and maintain regulatory alignment.
- **Enhanced Support:** Extended assistance beyond standard SLAs for critical operations.
- **Additional Training:** On-site or remote sessions tailored to your teams for deeper capability building.
- **Specialist Advisory:** Strategic consulting for multi-cloud/hybrid adoption, plus risk and compliance workshops for regulated sectors (i.e. energy, utilities) and data analytics for operational insights.

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

Landmark's Geospatial Consultancy Cloud Services operates through a structured, Agile delivery model that moves smoothly from Discovery and Planning into Delivery, Operation and Optimisation. During Discovery and Planning, our consultants work closely with clients to understand their data landscape, business use-cases and analytical requirements. This ensures that all proposed data services, from preparation and transformation to analysis and visualisation, are aligned to genuine operational needs and support evidence-based decision-making. These insights shape focused Design Sprints, where data requirements are prioritised into a clear backlog and iteratively developed into prototype visualisations, spatial workflows and analytical outputs, with regular client review and refinement.

The Delivery phase provides incremental value through sprint cycles, focusing on geospatial data services such as data cleansing, schema alignment, spatial transformation, geoprocessing, enrichment, and production of high-quality mapping and analytical outputs. Each sprint delivers validated components, such as optimised datasets, map layers, analysis models or visual products, that can be used immediately within the client's existing GIS environments or BI platforms. Once deliverables are approved, they move into controlled Transition, supported by structured onboarding, documentation, and knowledge transfer to ensure teams can confidently use and maintain the data products and workflows provided.

Following delivery, Landmark provides ongoing Operate and Optimise services to help organisations maintain, refine and continuously improve their geospatial data ecosystem. This includes performance tuning, data refresh optimisation, enhancement of spatial models, quality assurance cycles and advisory support to ensure long-term value from geospatial investment. This engagement model reflects Landmark's commitment to iterative, collaborative, and outcome-driven delivery, ensuring organisations get maximum benefit from their geospatial data.

Landmark also offers flexible engagement options to suit different operational models and budgets. Whether organisations require predictable fixed-price packages, flexible time-and-materials consultancy or a blended hybrid arrangement, the service is designed to provide the right level of expertise, agility and cost-control to meet evolving geospatial data needs.

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 Pricing Document.
- 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.
- **On-line 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 Access and Credentials:** Supply secure credentials, API keys and certificates for integration. Configure firewall and network settings for connectivity.
- **Nominate Key Contacts:** Assign a Service Owner and technical SMEs for approvals, testing and decision-making. Ensure availability for scheduled workshops, CAB meetings and service reviews.
- **Data Preparation and Classification:** Validate data for migration, confirm lawful processing basis and complete Data Protection Impact Assessments prior to onboarding.
- **Environment Readiness:** Ensure systems meet technical prerequisites (network, browser, OS, hardware) and maintain security patching and antivirus.
- **Third-Party Dependencies:** Manage licences and contracts tools outside scope and coordinate with other suppliers for integrations.
- **Testing and Acceptance:** Participate in functional and non-functional and approve migration plans, runbooks and exit deliverables within agreed timelines.
- **Change Governance:** Attend CAB sessions and approve emergency changes and provide timely sign-off for to avoid SLA impact
- **Security and Compliance:** Implement internal access control and data handling policies. Notify Landmark of any security incidents or compliance breaches.
- **Operational Support:** Use agreed support channels for incident logging and escalation. Follow runbook guidance for first-line triage.
- **Exit and Transition:** Confirm exit timelines and acceptance criteria. Provide resources for data export validation and transition activities.

Supplier Responsibilities

- **Service Delivery and Management:** Deliver ITIL-aligned service management, including incident, change, and problem processes. Maintain 24x7 monitoring for health, performance, and security.
- **Onboarding and Integration Support:** Provide API documentation, sandbox access, migration planning, risk assessments, and rollback strategies.
- **Operational Support:** Detect and resolve issues proactively within agreed SLAs. Produce monthly KPI reports (MTTR, change success rate, data quality improvements).
- **Security and Compliance:** Implement and maintain security controls aligned to ISO 27001, Cyber Essentials and GDPR. Provide audit-ready evidence packs and assist with Data Protection Impact Assessments.
- **Training and Knowledge Transfer:** Deliver agreed training modules and provide documentation, runbooks and handover artefacts.
- **Performance & Cost Optimisation:** Monitor throughput and latency, recommend tuning and optimisation strategies and provide FinOps insights for cost efficiency.
- **Change Governance:** Manage CAB processes for standard and emergency changes. Communicate planned changes and obtain approvals.
- **Exit and Offboarding Support:** Provide data export, configuration hand-back and secure de-provisioning. Deliver exit artefacts to avoid vendor lock-in.
- **Compliance with Framework Obligations:** Adhere to G-Cloud 15 terms, including transparent pricing, social value commitments and reporting obligations.

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 & 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.



