

Geospatial Data 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

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01 Service Overview

This document provides the Service Definition for Landmark Information Group's (Landmark) Geospatial Data as a Service (DaaS) 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

Landmark's DaaS delivers reliable, always-on access to authoritative geospatial, addressing, property and location-centric datasets branded, configured and delivered in the format required by each organisation.

The service provides flexible, scalable data services that reduce lead times and cost, provide consistent updates and allows teams to benefit from the latest technology without the burden of internal data management. Supported by a dedicated helpdesk, high levels of usability and a trusted single-source provider, Landmark's DaaS ensures uninterrupted access to high-quality geospatial intelligence, responsive, adaptable and built to meet operational, analytical and decision-making needs.

Scope of Services

The DaaS offers a broad spectrum of geospatial data and mapping functions, allowing you to:

- Ingest and prepare customer-provided geospatial datasets, including cleansing, deduplication, coordinate reference system transformation and schema standardisation.
- Configure and receive 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.
- Operate all geospatial data requirements directly from Landmark's high-performance, secure and resilient cloud geospatial platform.
- Access authoritative geospatial, addressing, property and location-based intelligence delivered as scalable data services.
- Benefit from Landmark's deep geospatial expertise, ensuring fast, effective support in maximising the value of location-based data.
- Receive reliable, resilient service provision tailored to your specific data needs and operational workflows.
- Enjoy a fully branded service experience, configured to your organisation's identity and requirements.

- Get the services you want, when you want them, with significantly reduced lead times.
- Lower operational costs through a cost-effective, cloud-based data service model.
- Work with a single trusted provider for comprehensive geospatial data services.
- Take advantage of a service that is flexible, responsive and adaptable to evolving business needs.
- Always benefit from the latest technology, without internal system upgrades.
- Receive regularly updated datasets, ensuring ongoing accuracy and currency.
- Access full helpdesk support for assistance, troubleshooting and service queries.
- Rely on an “always-on” service, eliminating concerns about downtime or loss of access at critical times.
- Receive 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

While the DaaS 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:

- **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.
- **Data currency and Availability:** Data updates are processed as they are published by the data creators. The published currency will be constrained by update availability from contributing data partners
- **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

Landmark's Geospatial Data as a Service (DaaS) service delivers instant access to high-quality, continuously updated geospatial data directly into existing systems and applications. By removing the need to manage complex data pipelines or maintain large spatial datasets in-house, it provides a seamless, authoritative stream of land, property, environmental and geospatial data, ready for immediate operational use and deeper analysis.

Landmark's service integrates seamlessly with Esri technology, open-source platforms and hybrid GIS environments, embedding cleanly into existing architectures. It enables organisations to build, enhance or optimise geospatial systems by supplying data that is already standardised, validated and prepared for high-performance mapping and spatial analysis.

Our consultants support the transformation of incoming datasets into high-quality visual layers, map services and geospatial products that enhance decision making across the organisation. From ingestion workflows to advanced cartographic outputs, the service maximises the value of geospatial data while removing the operational burden of managing it internally.

The service supports the full lifecycle of geospatial visualisation, including design, creation, deployment and adoption. It enables organisations to establish efficient, scalable workflows that make geographic information easier to access, interpret and apply across teams.

Unlike fixed or proprietary GIS platforms, our DaaS model provides the flexibility to shape a bespoke geospatial ecosystem. Landmark provide the data, expertise and hands-on configuration needed to:

- Enhance existing GIS or mapping systems
- Optimise data infrastructures and processing workflows
- Develop tailored visualisation and analytics solutions
- Ensure geospatial environments deliver maximum operational and analytical value

Through authoritative partnerships, including Ordnance Survey, the Environment Agency, and the British Geological Survey, Landmark delivers the UK's most comprehensive geospatial and environmental datasets via a secure, high-performance cloud platform.

With automatic updates, guaranteed availability, and reduced internal data management burden, government bodies and public sector 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.

Cloud geospatial services are configured to the required level and complexity. Once connected, organisations can perform a full range of spatial operations designed and built to meet current and future needs, aligned with the selected service level.

Features

Landmark's Data as a Service provides secure, high-availability access to authoritative, standards-based geospatial data and custom visualisation tools, integrated seamlessly into any GIS environment and supported by robust governance, metadata, and enterprise-grade security.

- **OS Data Access:** View and query Ordnance Survey licensed vector and raster datasets via a secure web map application (with licence verification).
- **OGC-Compliant Data Feeds:** Consume WMS, WMTS and WFS feeds of published map services for seamless integration into GIS, web, and analytic platforms.

- **Extensive Dataset Integration:** Access over 600 national mapping and geospatial datasets, combining authoritative sources for richer analysis.
- **Managed Customer Data:** Customer geospatial data is ingested, structured, maintained and prepared to ensure consistent, high-quality outputs.
- **Standards-Based Delivery:** All services published using OGC standards (WMS, WFS, WMTS) to guarantee interoperability across systems.
- **High Availability Cloud Platform:** Delivered through a secure, resilient and scalable cloud environment with continuous service operation and uptime guarantees.
- **Custom Visualisation:** Configurable, branded maps, dashboards and visual tools tailored to organisational workflows and user needs.
- **Governance and Compliance:** Built to GDS, ITIL, ISO 27001, and INSPIRE standards, ensuring robust security, governance and data management.
- **Proven Implementation Experience:** Underpinned by extensive delivery across major government mapping and data programmes.
- **Curated Data Products:** Domain-aligned datasets (e.g., customer, location, assets, risk) delivered as consistent, ready-to-use data products.
- **Rich Metadata and Lineage:** Full metadata, data lineage tracking, and quality dashboards to support transparency and auditability.

Benefits

Landmark's Data as a Service enables organisations to accelerate outcomes by ensuring their teams always have access to the most complete, accurate and current geospatial data available.

- **Reduction in Time and Effort:** Significant reduction in internal data acquisition and maintenance workloads, freeing teams to focus on analysis rather than administration.
- **Data Availability:** Instant access to authoritative, continuously updated geospatial data, ensuring decisions are based on the latest and most reliable information.
- **Improved Decision-Making:** Increasing confidence across planning, infrastructure, environmental risk, regulatory and operational functions.
- **Enhanced operational efficiency:** Delivering consistent, reliable and standardised data integration across systems.
- **Faster Time to Value:** Providing curated and governed datasets available immediately accelerating analytics, modelling and product development.
- **Reduced Cost and Technical Complexity:** Eliminating the need to build or maintain ETL pipelines, storage systems, APIs, and data quality tooling.
- **Experienced Scalability and Flexibility:** Enabling organisations to consume only the data they need and scale usage up or down as business demands evolve.
- **Higher Data Quality:** With curated datasets cleaned, validated, standardised and enriched by the service provider to delivering maintained information.
- **Improved Data Insights:** Better insights and operational automation, supported by reliable, up-to-date data that powers more accurate spatial analysis and modelling.
- **Simplified Integration:** Using data delivered via APIs, streaming services or direct cloud-to-cloud connections.
- **Customised Service Delivery:** Flexible, responsive and adaptable service, aligned to organisational needs and technical environments.
- **Maintained technology:** Access to the latest data technologies and innovations without the need for internal upgrades.
- **Data Currency:** Regularly updated datasets, ensuring information remains fresh, consistent and trustworthy.
- **Service and Support:** Full helpdesk and expert support, providing assurance and rapid issue resolution.
- **Service Availability:** 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

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 Data as a Service (DaaS) offering 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 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

Landmark's DaaS is available in three tiers, enabling you to align capability and support with your requirements:

- **Basic:** Access to one WMS raster dataset—a simple, cost-effective entry point for organisations needing straightforward, standards-based data consumption with minimal configuration.
- **Professional:** Access to up to five OGC-compliant services (WMS/WFS/WMTS) plus one (1) day of startup support. This tier suits teams integrating multiple datasets and seeking initial setup assistance and best-practice guidance.
- **Enterprise:** Access to up to ten OGC-compliant services (WMS/WFS/WMTS) plus three (3) days of startup and support services. Designed for broader or more complex requirements, with extended onboarding, configuration support, and technical advisory.

OGC services include: WMS (Web Map Service) for rendered map images, WFS (Web Feature Service) for vector features/attributes, and WMTS (Web Map Tile Service) for high-performance tiled map delivery.

Each engagement typically begins with collaborative discovery and requirements shaping, followed by data assessment and solution design to ensure the right datasets, formats and services are aligned to customer's needs and operational context. 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 Service Migration

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 can provide 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. This is not include in the annual fee and can be priced if required.

Training

We can provide training as an additional customer support package and this will be fully tailored to the customer's technology stack, data workflows, and organisational maturity.

- Instructor-led training courses
- User documentation and online help resources
- Courseware and structured learning materials
- Programmer and developer reference guides
- Installation and configuration guides
- Maintenance and operations documentation
- Systems and architecture guides
- Application notes and usage examples

Knowledge Transfer and Capability Uplift

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.

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.
- **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, and onboarding 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 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 & 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.



