GEOXPHERE

XMAP PUBLIC MAP

FOR GOVERNMENT

SERVICE DEFINITION

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1. INTRODUCTION

1.1. OUR APPROACH

We believe geospatial data has a place in all aspects of Local Government, so we've designed services that break down as many barriers as possible to give GIS data and capabilities to your whole organisation, and where applicable, the public.

Our suite of XMAP services have been designed to be low-cost, practical and high performance.

When you subscribe to an XMAP service you're not just getting the service, you're getting our entire team. We maintain close relationships with our subscribers to make sure you have the best service possible and the best experience for your users.

1.2. WHY CHOOSE US?

- **Small, responsive team**. We care about how geospatial data can be used to solve everyday problems. It's not about GIS for the sake of GIS, it's about the answers.

- **We own and maintain our software**. We don't have to rely on a parent company for updates or improvements. If our subscribers need it, we can build it.

- **British built, owned and hosted**. When you subscribe to our services, you're supporting a UK Ltd SME.

- **Clear, competitive, no-nonsense pricing**. All our services have been priced to easily demonstrate a return on investment. We don't have hidden extras, lock away extra features or have different tiers for different levels of performance.

1.3. XMAP Suite

The XMAP suite consists of the following services;

XMAP CLOUD GIS

A fully cloud-based intranet GIS that can be accessed from any internet-connected device. It includes tools to help users visualise, analyse and export spatial information.

XMAP PUBLIC MAP

A tool to publish interactive maps on your website, display as full-screen web GIS apps or integrate into back-office systems.

XMAP PUBLISHER

Creates WMS and WFS feeds for all layers within XMAP Cloud GIS to be shared with internal office systems or published as open data or INSPIRE feeds. Includes a QLR file creator to connect QGIS to the XMAP hosted database. Included as standard with an XMAP Cloud GIS subscription.

XMAP DATA FEEDS

OGC-compliant WMS/WMTS/WFS feeds streaming a range of data sources including Ordnance Survey premium and OpenData datasets.

XMAP 360

Display street-view style imagery. Compatible with any provider of mobile mapping survey data.

XMAP OBLIQUE

Display airborne oblique imagery. Compatible with any provider of oblique imagery.

Parish Online

A cloud GIS service designed for town, parish and community councils. It's easy-to-use, low cost, and connects to XMAP Cloud GIS for data sharing capabilities.

2. SERVICE OVERVIEW

2.1. SUMMARY

XMAP Public Map is a tool to create interactive, embeddable maps on your website. They can be embedded as iframes, displayed as full-screen web GIS apps or integrated into back-office systems.

The Public Maps are based on data from your XMAP Cloud GIS account so will show up-to-the-minute information.

2.2. KEY BENEFITS

- **Produce web maps with zero coding skills**. Public Maps are a great way to produce an interactive map without needing programming skills or provisioning your own IT infrastructure.

- **Showcase data in a structured way**. Showcase your data in the way it was intended, retaining your styling, attribution and copyrights.

- **Fixed costs, no unexpected bills**. Utilise our high-performance servers with no usage restrictions. Using XMAP Public Map means you get one fixed bill instead of a variable bandwidth cost.

- **Enhance webpages with engaging content**. Bring your webpages to live with interactive maps. A picture paints a thousand words, so showing the data information is based on gives the user much more information.

- **Promote self-service and channel shift**. Adding informative mapping to your webpages means the public can self-serve to get the information they need and avoid unnecessary support calls.

2.3. KEY FEATURES

- **Public Map Creator workflow**. Easily create the Public Map you want with a tool that guides you step-by-step. No coding needed.

- **Styling Options**. Each Public Map can be configured to display with your own branding and Layer Control style.

- **Tool Options**. Each Public Map can be configured to display a combination of Layer Controls, Search Tools, Headers and Footers.

- **Protect sensitive data**. Use the Layer settings to hide certain attribute fields from public view. This ensures your data is secure and does not leak personal or sensitive information.

- **Unlimited Public Maps**. There is no limit on the number of Public Maps you create. For example, a Public Map can be included in a data.gov.uk published dataset, giving the public a quick view of the data.

- **Basic XMAP Cloud GIS for data preparation**. XMAP Public Map comes with a basic XMAP Cloud GIS account to allow you to organise, name and style layers. It can also allow you to hide certain attributes from being published.

- **XMAP Data Sync included**. To allow updates to be easily scheduled, XMAP Public Map comes with XMAP Data Sync, a lightweight tool that takes local data and publishes it to the cloud on a schedule you define.

2.4. DEPENDENCIES

- Use of this service requires an Internet Connection.

2.5. LIMITATIONS

- This service has unlimited usage, but excessive hits from individual IPs will be throttled. This protects the service as a whole and ensures no impact on other customers.

2.6. DEMONSTRATIONS

Trial XMAP Public Map subscription available on request.

3. JOINING AND LEAVING THE SERVICE

3.1. SIGN UP

Once a request is made to join the XMAP service, a member of the Geoxphere team will be in contact to discuss the contractual and technical aspects of the sign up process.

A start date will be chosen for the on-boarding process. This is usually made as part of a face-to-face meeting but can be implemented remotely within a day if necessary.

3.2. TECHNICAL DEPENDENCIES

It is recommended that the customer have a broadband connection with a minimum of 2MB download and 1MB upload speed.

3.3. ON-BOARDING

URLs will be provided along with a username and password to access the XMAP Public Map admin interface.

3.4. OFF-BOARDING

Upon closing of the subscription, any active Public Maps will cease to function. Data will be available for download from XMAP should it be required.

3.5. END OF CONTRACT

At the end of the contract the customer will have no further access to the service and all Public Maps will be terminated.

4. AVAILABILITY

4.1. PERFORMANCE

XMAP services are hosted on virtualised cloud servers. They provide both a highly available and scalable hosted solution with no single point of failure. Geoxphere offers 99.9% SLA on its services and has a 99.999% SLA for its ISP backbone infrastructure.

Geoxphere cannot provide a minimum download time for each map refresh due to the variations in customer's Internet connections. However, test show that under normal conditions on a Broadband connection map refreshes take less than 2 seconds.

4.2. AVAILABILITY

XMAP services are available to use 24 hours a day, 7 days a week with a 99.9% minimum uptime.

4.3. PLANNED MAINTENANCE

All maintenance and updates to the hardware and software will, where possible, be carried out outside of normal working hours to mitigate the risk of any disruption.

Planned downtime events will be communicated to the customers with good notice.

5. SUPPORT

5.1. SUPPORT HOURS

Remote support by email will be provided between 0900 and 1730 Monday to Friday, excluding Public Holidays. The customer will also have a dedicated point of contact for specific contract or product queries.

5.2. SUPPORT TICKETS

Geoxphere assigns a Point of Contact to the customer. This ensures customer issues are dealt with in a personal and considered way.

Geoxphere provides fast, unlimited off-site support through our ticketing system.

5.3. GENERAL SUPPORT

Geoxphere engages with our subscribers to ensure they get the best possible service. We conduct regular reviews and vary meeting schedules and calls as per the client's requirements.

6. REFERENCES

Embarrassingly complimentary references available on request.

7. DEMONSTRATIONS

To request a demonstration email support@geoxphere.com.