



# Airbus GeoStore® Web Portal: Data hosting and ordering

## Service Definition

Date: July 2019

# GeoStore® Web Portal: secure access to geospatial data

Airbus GeoStore Web Portals enable you to efficiently deliver geospatial data, including APGB and PSMA data, direct to your end-user communities.

You can **discover, view, order, stream and download** large volumes of vector and raster data from a secure, high-availability data hosting platform. The Portal front end can be customised to meet your requirements.



All portals operate 24 hours a day, 365 days a year



Custom  
Branding

Custom branded as standard and can be tailor- built to meet your requirements



Mobile and tablet compatible



Your data will be managed securely using an Information Security Management System certified to ISO 27001:2013



Airbus can host all your geospatial datasets, from the small vector products to the very large raster products



A wide variety of open and proprietary data formats are supported, to include Shapefile, MapInfo TAB, Geodatabase, GeoJSON MID/MIF, DXF, AutoCAD DWG; JPEG, TIFF, ASCII Grid.



Data access can be restricted between users. This can be implemented based on user type, with specific data licensing, guidance documentation and permitted order areas



Enhanced portal options include:

- self-publication of data
- integration of WMS and WFS streaming services in to your portal
- 24/7 technical support

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## 1. Benefits



\* Subject to network connectivity

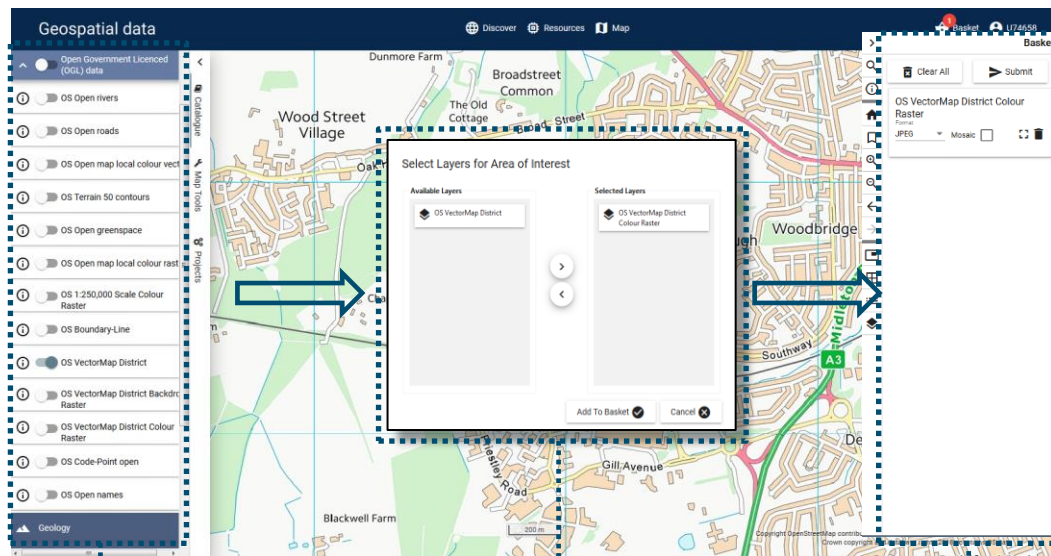
## 2. Features

Designed to support your users, our **easy to use and mobile/tablet friendly** portals have a simple interface but can be packed with features.

GeoStore Web Portal features include:

- Intuitive user interface and **customisable** to suit your requirements and individual branding
- **High volume** order production capability with proactive system performance monitoring
- Guidance information and user-specific **licences included** with data orders
- **Role based access** management
- Management and reporting **analytics** features to easily obtain portal usage information
- Find different types of location references on the map with the **intelligent gazetteer**
- Map **annotation** , including dynamic distance and area measurement values
- Map configurations can be **saved and then re-loaded** later to pick up where you left off
- **GetFeatureInfo** tool to return map attribute information
- The map reference system can be changed with the **switch projection** feature.
- Map **printing** and map **export** options

All data viewing and ordering functionality is easily accessed from a single screen:

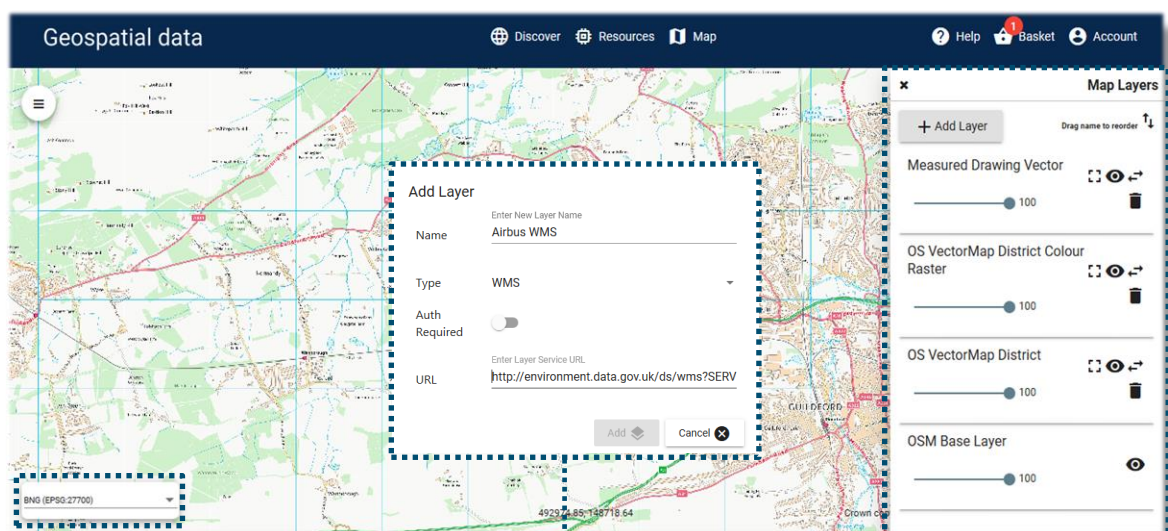


Easy to browse – the data is grouped in collections. Use the slider switch to view the desired layer(s)

Simple layer selection for ordering using a pop up window

Order basket appears as a sliding side window

The portal includes integrated GIS mapping functionality:

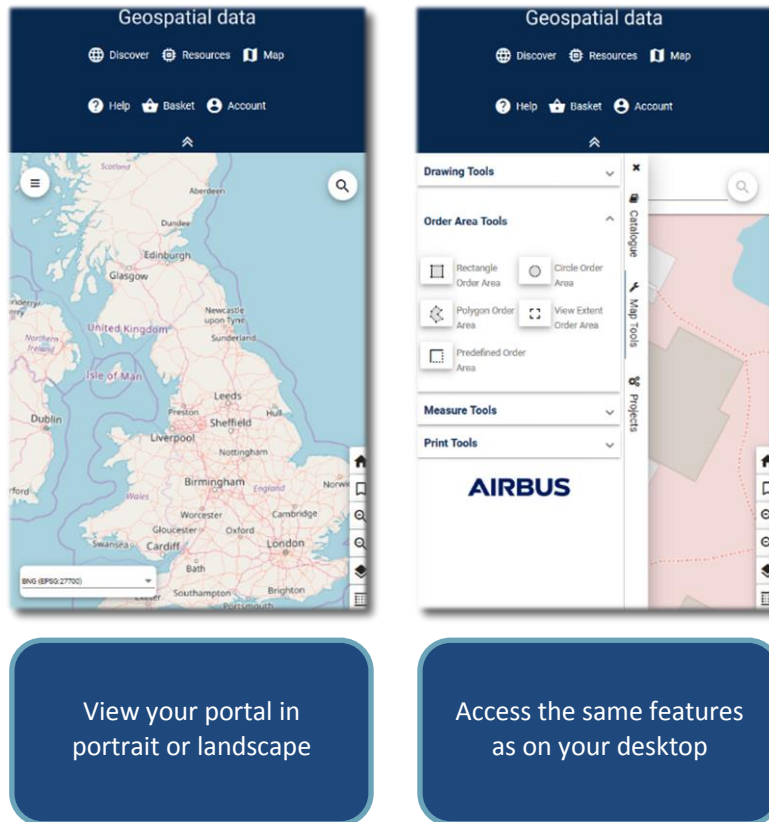


Change the map projection

Add and view an external dataset in the map window

Manage how the map layers are displayed

## GeoStore® web portal works on mobile and tablets





### 3. Our service makes it easy for you to deliver geospatial data to your users



#### A quick and easy way to access a range of datasets

- Our modern portals provide a **simple** way for users to access your data in their work.
- The data catalogue is displayed in **easy-to-navigate** data collections.
- **Flexible** options to retrieve the whole dataset or a **user defined geographical cut** of the data.
- The data can be ordered and then loaded for use within the same portal session. By providing the **ordering functionality and GIS desktop features in the same map window**, this GeoStore Web Portal feature can potentially remove the requirement to use separate GIS software.



#### Seamless data management

- Your users will receive the **most recent versions** of common geospatial data, such as Ordnance Survey products.
- **Uninterrupted access to** the portal during publication of new data updates.
- Users can **know when data has been updated** by using the portal news feeds
- For extra peace of mind, your service can **roll back to the previous version** of a dataset, where possible, should the most recent version require removal from the service.



#### A completely managed service

- We can **harvest and process data updates** on your behalf. Our customised quality assurance steps ensure the data is maintained and suited to your requirements.
- Our managed service includes data **licence management to** ensure all data orders include the latest end user licence agreements.
- Take the strain out of **user support** by using Airbus' service desk for receiving and responding to all support queries.
- Airbus can keep you regularly updated with service **usage and tracking reports**
- Airbus can provide **tailored resources** to help your users get the most out of your portal, including technical and video guides.
- We also offer **archiving** options to keep your data safely stored if you decide to retire any datasets from your service.

## 4. Proven ability to deliver high data volumes



### Managing and delivering your data

Airbus has considerable experience in managing and delivering high data volumes. Through our GeoStore® web portals in the UK we process around **1 million data orders** per year via download and physical delivery.

Airbus has built up extensive knowledge of **routinely managing updates** to aerial imagery, satellite imagery, LiDAR and Ordnance Survey national mapping products. We manage both Full and Change-Only (COU) updates for all types of data, including very large datasets in vector and raster formats.

Our data management capabilities ensure data is maintained and optimally suited to your requirements. **We manage the end to end process** from receipt, processing, to the distribution of the data through streaming and delivery services. Customised quality assurance (QA) steps are used to ensure the continued validity of data.

Our Versioning Control also supports the rollback of any data update. If you require a recent data update to be removed from your service, we can quickly **roll back to a previous working version** of a particular dataset, where possible, without any impact to the end user.



### A trusted supplier

We have exceptional pedigree in delivering robust geospatial data services to a wide range of customers requiring continuous access to their data. Airbus has been a trusted supplier of data delivery services to UK government departments and organisations for over 10 years, building on **over 25 years of geospatial data management experience**.

We focus on developing long-term mutually beneficial relationships with our customers which is evidenced by our valued customers continuing to use our services year after year.



Figure 1: Airbus has over 25 years' experience managing and delivering numerous collections of geospatial data



## 5. Keeping your service secure

Airbus delivers products and services to a range of customers including government departments and industry. We secure information using an **Information Security Management System certified to ISO 27001:2013** for the development and management of mapping and monitoring services. This includes:

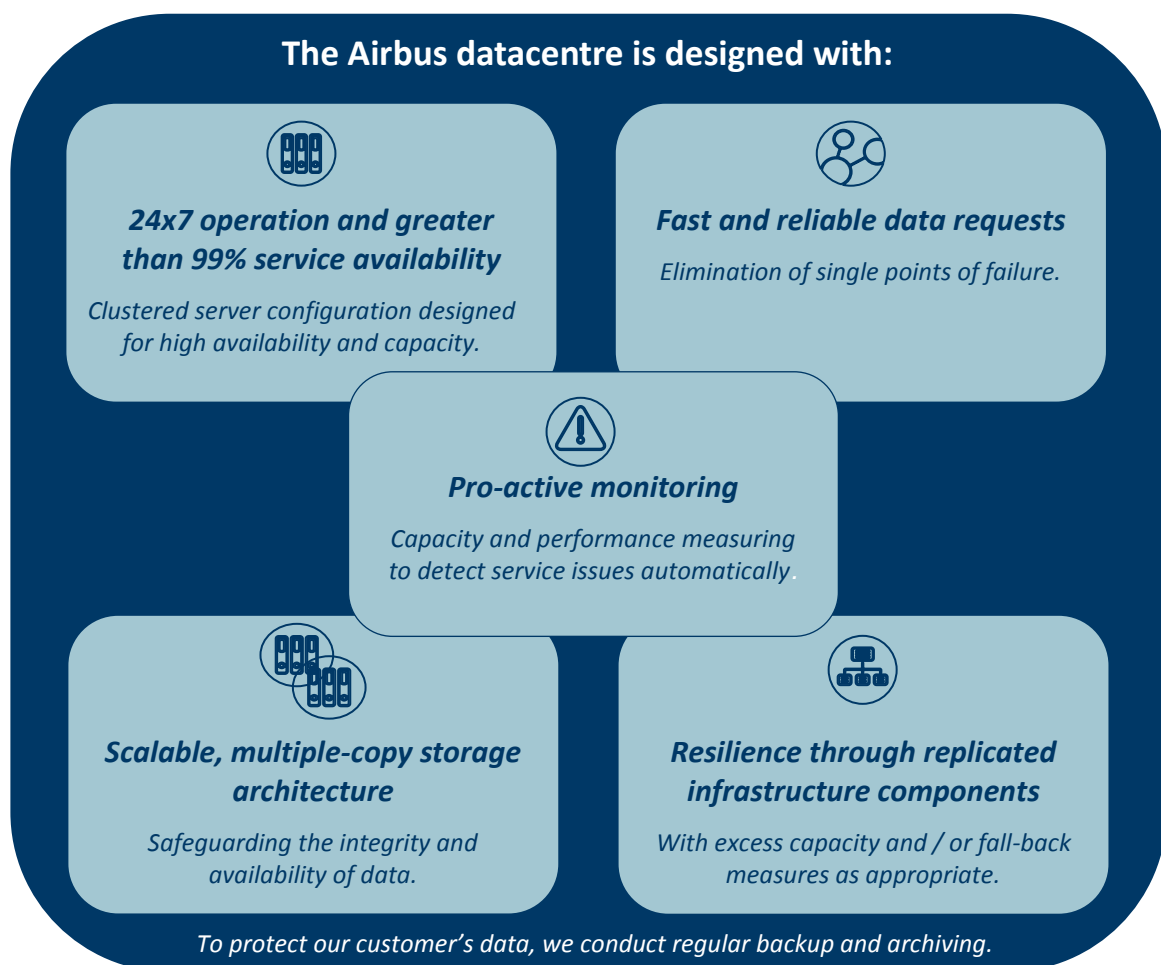
- **Risk and impact assessments** to inform our security approach
- Application of security **procedures, tools, training and governance** to deliver secure services to our customers
- **Working with our customers** to ensure the protection we apply is appropriate
- **Access and security measures** to include building access control and network and IT infrastructure protection.

As further re-assurance on the security of your service, we also have measures in place to guard against cyber-attacks and have achieved **Cyber Essentials** certification.



## 6. Delivering a resilient service

Airbus use a hybrid cloud approach to suit your requirements, this includes public cloud as well as Airbus' own data centre, all with resilient infrastructure.



We can securely hold a final copy of your data for up to one year after contract end and offer a **long-term archiving** service.

## 7. On-boarding and off-boarding

Once you have placed an order with us through G-Cloud, Airbus will work with you to define the specific elements require for your service. The main stages of this process are summarised below:

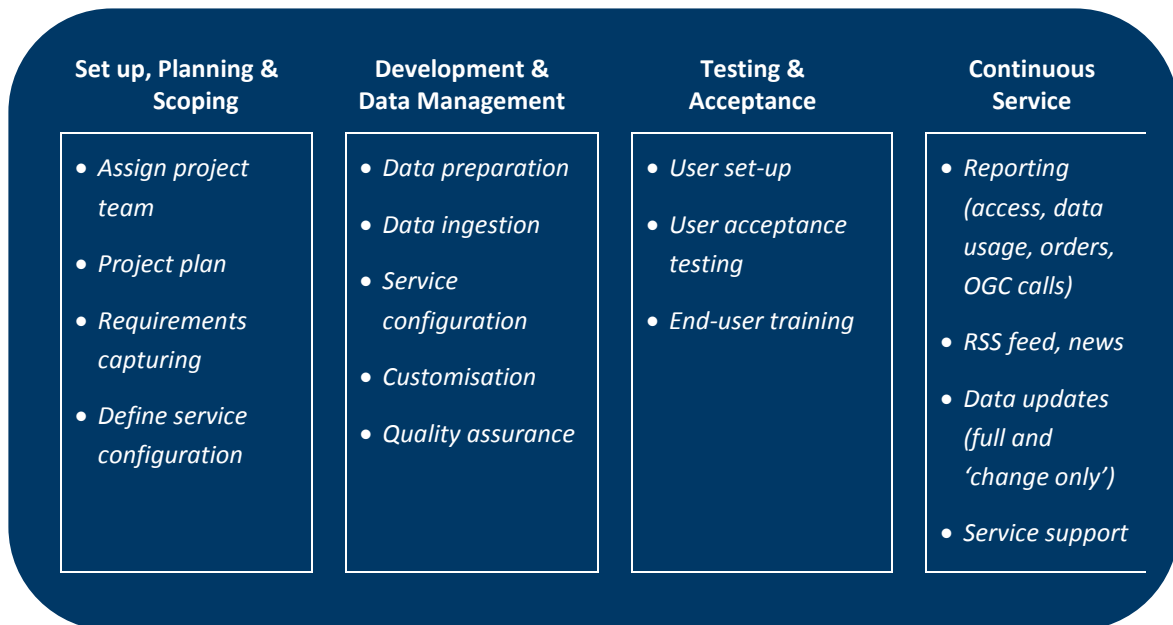


Figure 2: Airbus use a structured approach and proven procedures throughout the service lifecycle

Upon conclusion of the service:

- Arrangements are made with you to transfer back the latest versions of all data content live on the service if required.
- The data will be transferred using an agreed delivery mechanism based on your requirements.
- All user accounts and data owned by you will be deleted.
- Data logs related to usage of the service during the contracted period will also be returned to you if required, together with agreed relevant audit trail information.

## 8. Pricing

The minimum price is £3,000 per month (excluding VAT) for a custom branded, standard GeoStore® Web Portal including the latest Public Sector Mapping Agreement datasets, a low usage and our standard service support levels.

Popular options our customers choose to include in their service include incorporating their own organisational datasets, bespoke support service levels and our fully managed service.

## 9. Supporting your service



### Customer support

Airbus take great pride in providing an excellent customer service and offer a **variety of support options** to help you get the most of out of our services.

Our standard support offers access to our self-service online facility to log your support query, with the ITIL®<sup>[1]</sup> aligned Airbus Service Desk providing an alternative simple point of contact via phone and email for all service queries. The service desk is supported by experienced, and friendly, second and third line technical support teams.

<sup>[1]</sup> ITIL® is a (registered) Trade Mark of AXELOS Limited. All rights reserved.



### Service levels

Our standard service levels are:

- 99% service availability
- Portals are served 24 hours a day, 365 days a year
- Phone and email support 09:00-17:00 Monday to Friday (excluding English public holidays)
- Access to 24/7 support ticket logging, with complete ticket visibility, via a self-service portal
- 5 working days' notice of scheduled servicing downtime

Airbus recognise the unique needs of each individual customer and strive to accommodate, where possible, **all of your requirements in relation to support levels. Prices can be tailored to meet your individual needs.**

We can provide extended support options such as enhanced service availability and weekend or 24/7 technical support which are not included in our standard price. We welcome the opportunity to discuss all available options. Extended technical support will based on the SFIA Rate Card.

We will discuss full service level details with you when we discuss, and capture, your requirements.

## 10. Service Constraints

To ensure optimal performance and availability of the Geospatial Web Portal, general maintenance will be conducted during business hours but will not affect live services where possible. If the service requires scheduled downtime Airbus will limit this to a 48 hour, out of hours maintenance window once every three months.

## 11. Financial recompense model for not meeting service levels

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Service credits are not offered as standard for our services, but if they are required we would be happy to discuss this on a case by case basis.

## 12. Training

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We offer a variety of training options, tailored to your needs, including



User guides



Tutorial videos



Technical guides

These are complemented by interactive help tools included as standard on our web portals.

In-depth classroom-based training, on or off your premises, is also available and can cover any aspect of your service.

## 13. Ordering and invoicing process

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From your initial expression of interest or order, we will work with you to understand your precise requirements. This will include likely levels of use (numbers of users, types of users) and the nature, volume and frequency of update of your data management needs.

You will then receive a quotation confirming the level of service we believe best suits your requirements. The quote will clearly highlight any changes or additions to the standard service offering that may be required.

We will agree payment milestones based on the specific details of your service. Our options include monthly, quarterly, annually or by work package.

## 14. Ending the contract

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This will be agreed with you during the service contract discussion and will be based on the Call-Off Contract Terms and Conditions.

## 15. Want a trial service?

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If you would like to carry out a trial of our service, please contact us to discuss your individual requirements.

## 16. Service Technical Detail

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GeoStore Web Portals are web-based services. The only technical requirement you will need is the ability to connect to the internet and to use an industry-standard web browser. Our services currently support the most recent versions of the following browsers, except where stated:

Browser	Supported versions
Chrome	latest
Firefox	latest
Edge	2 most recent major versions
Internet Explorer (IE)	9, 10, 11
Internet Explorer (IE) Mobile	11
Safari	2 most recent major versions