



Service Definition

Database and Systems Management Services

Database and Systems Management Services for Cloud Systems

Adetiq is an experienced UK-based service provider specialising in secure data services and cloud support. In recognition of its delivery capability, Adetiq was awarded Global Sourcing Association **‘Onshore Delivery Team of the Year’** in 2025, reflecting excellence in UK-based service delivery, governance and operational quality.

Service Overview

Adetiq's Database and Systems Management services are configured to support a wide range of operational and regulatory data management requirements within customer cloud environments. The service supports the ongoing operation, maintenance, updating, and improvement of cloud-hosted databases and systems, ensuring data remains accurate, complete, current, and auditable.

The service is designed for organisations requiring continuous data updates, additions, validation, and operational support, delivered securely and in line with government cloud and data protection principles.

Service Description

The service focuses on the continuous management of data within customer cloud environments. This includes adding new records, updating existing data, cleansing and deduplicating records, and enriching incomplete or inaccurate datasets. The service supports both operational and regulatory needs. Ensuring your database is accurate, complete and current. Multi-channel outreach to data subjects for annual checks or customer due diligence.

Adetiq provides complete database and systems management services, for wide ranging requirements, often encompassing a variety of activities, ranging from day-to-day additions and upkeep of data to audit and analysis of existing data. Using a combination of in-house personnel and technologies and your own Cloud based systems Adetiq will work with you to understand the specific business requirements and overarching aims, making recommendations regarding best practice and suitable processes.

Working as part of your project team, Adetiq will ensure that the database and system management requirements results in high quality, comprehensive data and that the data is further handled to provide your business with the insight it needs, within the timelines and parameters stipulated by your requirements.

How the Service is Delivered

Adetiq delivers Database and Systems Management services from its secure UK-based offices in the South East of England, using only UK-based personnel. All services are delivered within controlled office environments to ensure data security, accuracy and compliance when managing sensitive or business-critical systems and data. Adetiq does not use offshore or home-based resources for service delivery.

Each engagement is overseen by a dedicated Project Manager, supported by Project Supervisors, who is responsible for the coordination of delivery teams, day-to-day service management and performance against agreed service levels. The Project Manager acts as the primary point of contact and provides clear governance, reporting and communication throughout the engagement, ensuring services align with customer requirements and operational priorities.

Adetiq welcomes customer audits and site visits and is regularly audited by clients as part of ongoing assurance, quality and governance activities.

Delivery teams are structured to ensure operational resilience and continuity, including coverage for changes in workload, planned absence and business continuity requirements. Team members rotate within services to maintain current knowledge of systems, processes and controls, supporting consistent service standards and continuity of service.

Service delivery is supported by Adetiq's wider business functions, including IT and information security teams. These teams ensure that systems are regularly tested and patched, staff receive ongoing data security training, and all system administration and data management activities are recorded within systems that maintain a full, end-to-end audit trail, supporting traceability, accountability and compliance.

Adetiq employs a hybrid delivery model combining skilled personnel with automation and rules-based processing, supported where appropriate by supervised machine learning techniques. Automation is used to streamline repeatable database management, validation, monitoring and reconciliation activities, improving efficiency and consistency while ensuring services remain transparent, auditable and subject to human oversight.

Disaster recovery and business continuity arrangements are in place and tested periodically to support continuous service delivery. Adetiq maintains compliance with UK GDPR and holds certifications including ISO 27001, ISO 9001 and Cyber Essentials Plus.

How we price

Pricing for Database and Systems Management services is based on a role-based day rate model, enabling buyers to scale support according to the level of expertise required.

Services are delivered on a time and materials basis, using clearly defined roles aligned to operational support, specialist technical delivery, and senior oversight. This ensures buyers pay only for the appropriate skill level required for each activity.

A standard working day is defined as 7.5 hours, delivered during UK business hours. All services are provided by UK-based, security-checked personnel within ISO 27001 and Cyber Essentials Plus certified environments. Prices are exclusive of VAT, with no minimum contract values or additional onboarding or exit fees.

Features of Service

Adetiq's database and systems management services are flexible according to the requirements of the project at hand.

50 years in the industry has taught us that often no two projects are exactly the same. Therefore, upon commencement we offer consultancy and best practice advice with regard to the best process(es) and develop a project plan to ensure the best results.

Features of our Database and Systems Management Services Include:

- End-to-end data management ensuring it is accurate, complete and current.
- Data Capture services from multi-channel sources, email, SMS, xls, pdf, database, paper, tablet to push your data into your systems as soon as it is available.
- Telephone/email/SMS outreach to data subjects for annual checks.
- Automated data enrichments services to ensure completeness.
- Customer Due Diligence and checks.
- Full database auditing.
- Manual and automated web mining data enrichment.
- Automated geospatial address data checks.
- Database Migration Services.
- A fully integrated combination of data automation systems, and skilled personnel to deliver projects – combined in a manner to deliver the best results.
- Skilled, knowledgeable UK based workforce. Benefit from different specialisms from across the business. Adetiq has a diverse workforce with a range of skills sets, which we are able to allocate to any data project accordingly. Our technical teams are able to programme systems for automation and have specialist skills according to the nature of the data and associated systems.
- Adetiq can work with any source or destination formats, and can work directly within your systems, using our own specialist systems or a combination to achieve the best results.
- Real-time data transfer.
- Highly secure, ISO 27001:2022 certified, Cyber Essentials Plus accredited data processing environment.



- Project planning, milestones and management information provided as standard.
- Any source documents/data formats handled, including streamlining disparate data.
- Hybrid of Robotic and Machine Learning automation (RPA/ML) and human resource depending upon specific requirements.
- Entirely UK based operation, office based and security background checked personnel.
- Specialist data capture/data transformation systems with full audit capabilities.

Benefits of Service

The management of data held within your systems is key to holding accurate, complete and current data and can be labour intensive on a long term basis.

By outsourcing database and systems management you will benefit from the skills and expertise from specialists in the industry, whilst also alleviating the burden from in-house teams.

Outsourcing highly labour intensive tasks, has proven to reduce costs and improve accountability and accuracy. Further key benefits are:

- Obtain maximum business benefit from the information you already have and ensure a seamless data flow into your new systems. Build better customer profiles and/or ensure regulatory compliance by ensuring that your data is accessible, up to date and in one central location.
- Save time, searching through archives for information. One central repository of all data, will maximize the efficiency of your internal team.
- Ensure that your business data is usable and valid over the long term, with an audit trail to demonstrate the efforts your business takes to ensure the validity of its data.
- Outsourcing database and systems management brings accountability to the project. Selecting a professional organisation with Service Level Agreements and Key Performance Indicators in place, will ensure a professional and complete service delivery, which is also impartial in terms of assessing the accuracy of information.
- The team at Adetiq are data experts with Adetiq in operation for 50 years.
- Adetiq uses the latest technologies, and continually assesses the market for new innovative technologies. Benefit from the advances in automation, without the cost of installing new software and hardware.
- Adetiq uses an effective hybrid of technology and skilled resources tailored to the specific requirements of each project. Accuracy and completeness is critical, and therefore the best methods will be employed according to the specific requirements of the task.
- Alleviate internal work forces from time consuming administrative work, outsourcing has proven to be a cost and time effective method of conducting administration tasks –



allowing internal resources to focus on core business matters.

- Adetiq has comprehensive data security standards and credentials for governance and peace of mind, ISO 27001 and UK Government Cyber Essentials Plus certifications.
- Adetiq is based entirely in the UK and welcomes all clients to visit the office premises to review operations.
- As standard Adetiq tracks every interaction with every data project, to ensure effective and complete tracking and auditing capabilities.
- Adetiq offers scalable solutions, completely customisable to the business requirements.
- Quality Assured, Adetiq are ISO9001 certified.
- Ethical, Adetiq adhere to an Ethical policy for both internal staff and the wider environment.

Database and Systems Management Clients

