



G-Cloud 15 Service Definition Document

Data Cleansing Services for Enterprise Applications

v1.0

Lot 3: Cloud Support

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1 Data Cleansing Services for Enterprise Applications

1.1 Service Overview

Data Cleansing Services for Enterprise Applications provide structured cloud support to improve the accuracy, consistency and reliability of data held in enterprise systems. The service helps public sector organisations prepare, correct and maintain high-quality data so that cloud-hosted and hybrid applications operate reliably, integrate smoothly and support confident decision-making.

The service is suitable for organisations running or migrating enterprise applications where poor data quality creates operational risk, reporting issues or user frustration.

1.2 Service Summary

This service assesses, cleanses and standardises enterprise data using agreed business rules and controls. Buyers receive trusted, usable data along with clear quality metrics and exception reports that support ongoing operations, reporting and compliance.

1.3 Buyer Personas (Who This Service Is For)

Buyer role	Primary objectives	Typical use case
IT Service Manager	Reduce data-related incidents and improve system stability	Cleansing master data to reduce errors in a live cloud-hosted ERP or CRM system
Digital Transformation Lead	Enable smooth migration or upgrade to cloud platforms	Preparing and cleansing legacy data before migrating to Oracle Fusion, SAP or Workday
Data & Reporting Manager	Improve data quality for reporting and analytics	Standardising and validating data to improve management reports and dashboards
Compliance or Audit Lead	Strengthen audit readiness and regulatory compliance	Removing duplicates and correcting records to meet audit and governance requirements

1.4 Key Service Features

The service includes the following features:

- Operational data health assessment for live services: Identification of data defects that contribute to incidents and service disruption.
- Duplicate detection and controlled de-duplication: Elimination of duplicate records that cause transaction errors and user confusion.
- Data validation for processing reliability: Checks for completeness, formats and values to reduce failed jobs and integrations.
- Controlled record matching and merging: Business-rule-based merging to maintain data integrity in live environments.
- Business rule and constraint enforcement: Application of agreed rules to ensure correct data behaviour within cloud systems.
- Targeted data correction and remediation: Resolution of data issues that impact service stability and user experience.

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- Standardisation for integration stability: Alignment of codes and formats to reduce interface and downstream failures.
- Data quality metrics and exception reporting: Ongoing visibility of data health to support service assurance and governance.

1.5 Service Benefits (Buyer Outcomes)

Buyers using this service can expect:

- More accurate and trusted data for daily operations and decision-making.
- Improved reporting and analytics through consistent, standardised data.
- Reduced duplication, lowering operational cost and user confusion.
- Faster and lower-risk system migrations and upgrades.
- Stronger compliance and audit readiness through controlled data quality.
- Improved integration between systems with fewer data-related failures.
- Better customer and stakeholder experience from correct and reliable records.

1.6 Supported Cloud Environments

The service supports enterprise applications hosted in cloud and hybrid environments, including:

- Oracle eBusiness Suite
- Oracle Fusion Applications
- Microsoft Dynamics CRM
- SAP
- Workday
- Salesforce

Support applies to agreed data domains such as customers, suppliers, products, assets and reference data.

1.7 What's In & Out

What's In	What's Out
Agreed enterprise systems and datasets	Systems or data not explicitly agreed
Data profiling, validation and cleansing	Application redesign or reconfiguration
Duplicate detection and controlled merges	Business decisions on data ownership
Standardisation and correction	Cleansing without approvals or access
Quality metrics and exception reporting	Long-term data governance ownership

1.8 Engagement Model

Buyers typically engage with this service in clearly defined phases, which can be purchased individually or as a combined engagement:

Phases	Activities	Outputs
Discovery and Planning	Confirm datasets, rules, access and success criteria	Cleansing plan, scope confirmation

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Phases	Activities	Outputs
Data Profiling	Assess data quality, duplicates and anomalies	Data quality assessment and findings
Cleansing and Validation	Apply rules, corrections and standardisation	Cleansed data and exception lists
Review and Sign-off	Business validation of results and exceptions	Approved datasets and sign-off
Handover and Reporting	Deliver metrics and knowledge transfer	Quality metrics and documentation

Timelines depend on data volume, complexity and approval turnaround times.

1.9 Roles and Responsibilities

Supplier Responsibilities

- Perform data profiling, cleansing and validation activities.
- Apply agreed business rules and quality thresholds.
- Provide clear reporting, metrics and exception lists.
- Follow agreed security, access and change controls.

Buyer Responsibilities

- Provide timely access to data, systems and environments.
- Define and approve business rules and matching thresholds.
- Review and approve merges, exceptions and final outputs.
- Ensure availability of business stakeholders for sign-off.

1.10 Pricing Model

Pricing is typically based on a managed service model aligned to scope, usage, and support levels. This service is priced using clear, transparent support-based charging models, allowing buyers to select the option that best fits their operational needs and budget.

1.11 Primary Pricing Options

Pricing option	Description	Typical use cases
Time and Materials (Day or Hourly Rates)	• Charging based on time spent by agreed support role • Effort applied only when support activities are required • Flexible engagement with no fixed commitment	• Incident-driven data remediation • Ad-hoc operational support • Variable or unpredictable workloads
Fixed-Scope Support Packages	• Pre-agreed pricing for defined datasets and rules • Fixed duration and clearly scoped activities • Predictable and controlled costs	• Data cleansing for cloud migration readiness • Stabilisation of live enterprise systems • One-off remediation activities
Retained Support (Monthly)	• Monthly fee for ongoing data quality support • Agreed scope and service capacity	• Ongoing service stability • Reduction of recurring data-related incidents

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Pricing option	Description	Typical use cases
	Continuous monitoring and remediation	Long-term operational assurance

1.12 Commercial Flexibility

- Short-term engagements for assessments or proofs of concept
- Fixed-scope delivery for defined modernisation work
- Call-off support for ongoing improvement or optimisation
- Suitable for both small initiatives and multi-phase programmes

1.13 Delivery Constraints and Pricing Assumptions

- The service applies only to agreed systems, datasets and timeframes.
- Successful delivery depends on timely access, approvals and buyer input.
- Some data issues cannot be resolved where source data is missing or inconsistent.
- Cleansing and de-duplication rely on agreed rules and business sign-off.
- Platform constraints, security policies and release windows may limit changes.

1.14 Security and Data Protection

- Aligned with UK GDPR and the Data Protection Act 2018
- No transfer of data ownership
- Role-based, advisory-only access to buyer environments
- Operates in line with ISO 27001 and ISO 9001 principles
- Aligned to the Oracle Cloud shared responsibility model

1.15 Accessibility and Inclusivity

The service is delivered in a manner that supports inclusive participation. This includes:

- Provision of documentation in accessible digital formats on request
- Use of clear, plain language suitable for mixed technical and non-technical audiences
- Flexible engagement approaches to support diverse stakeholder needs

1.16 Risks, Limitations and Mitigations

As an advisory service, successful outcomes depend on the accuracy and completeness of information provided by the buyer and on subsequent implementation by the buyer or third parties.

Identified risks include:

- Changes in scope or priorities during delivery
- Dependency on third-party delivery partners

Mitigations include:

- Clear assumptions and constraints documented at the outset
- Regular validation of findings with stakeholders
- Transparent documentation of recommendations and trade-offs

1.17 Service Management and Governance

Each engagement is managed using an agreed delivery plan and governance structure. This includes:

- Defined roles and responsibilities
- Quality assurance of deliverables
- Risk and issue management
- Continuous improvement informed by buyer feedback