



Service Definition Document

Boomi Master Data Management (MDM)

G-Cloud 15, Lot 2B – Software as a Service (SaaS)

1. Service Definition

Boomi Master Data Management (MDM) is a fully managed SaaS solution designed to help public sector organisations unify and govern their data ecosystem. Our MDM offering centers on **Boomi Data Hub**, a cloud-native solution designed to **synchronise, cleanse, and govern** your most critical data assets across disparate silos.

We move beyond simple synchronisation by creating a **"Golden Record - a single source of truth"** that maintains consistency across disparate enterprise systems to ensure accuracy and compliance.

Delivered by Onepoint, a **Boomi Gold Partner and EMEA Integrator of the Year 2023**, the service is accessible via a web browser and eliminates the burden of buyer-managed infrastructure.

2. Features

1. **Centralised golden records:** A single, trusted source of master data.
2. **AI-ready master data:** Governed, high-quality data suitable for analytics, AI.
3. **Embedded data synchronisation:** Application-level data updates shared with connected systems.
4. **Data governance and stewardship:** Configurable rules, workflows and approvals.
5. **Metadata management:** Visibility, lineage and auditability of master data.
6. **Enterprise-grade security:** Encryption, Access Controls aligned to public sector standards.
7. **Fully managed SaaS:** No Buyer infrastructure or platform management required.
8. **Scalable cloud service:** Supports growing data volumes and organisational needs.
9. **Data Visibility:** Directly push master data insights from warehouse-apps.
10. **Expert Delivery:** Boomi Gold partner, EMEA Integrator of Year 2023.

3. Key Service Benefits & Outcomes

1. **Single Source of Truth:** Trusted master data for business entities.
2. **Process Efficiency:** Reduces data duplication and manual reconciliation efforts.
3. **Enhanced Usage:** Supports analytics and AI-initiatives through governed, high-quality data.
4. **Data Integrity:** Enhances data governance, auditability and compliance.
5. **Data Enrichment:** Improves data quality and consistency across the organisation.

6. **Reduced TCO:** Lowers operational overhead through fully managed SaaS delivery.
7. **Flexible Scaling:** Scales with organisational needs without Buyer-managed infrastructure.
8. **Risk Reduction:** Master data reduces risk when modernising legacy data.
9. **Eliminate Silos:** Synchronise departments using one unified golden record.

4. Pricing Model

Pricing is based on:

- Onepoint Rate Card attached under the Pricing section.
- All rates are fixed, pre-published and transparent, excluding VAT, with **no POA** and no variable charging outside unit agreement.

5. Onboarding

Onboarding includes:

Data Discovery & Source Inventory: We identify all source systems that contribute to or consume master data. We define the initial data models for the domains like Citizen, Employee, or Asset.

Staging & Quality Profiling: Using Boomi Data Hub, we profile existing data to identify duplication rates, formatting errors, and missing attributes. This creates the baseline for our cleansing rules.

Governance & Stewardship Setup: We establish the data stewardship hierarchy. We define who owns "**Golden Records**" and configure the Boomi dashboard for manual conflict resolution.

Integration Logic & Rule Definition: This defines exactly how the system decides which source has the most accurate information for a specific field.

Initial Load & Synchronisation: We perform a controlled initial load to populate the Hub, followed by the activation of real-time/incremental synchronisation as required.

6. Onepoint MDM Implementation Methodology

Our methodology is designed to handle the complexity of "Compound Structures" and "Linked Components" that often fail in standard migrations.

Phase 1: Discovery & Data Modelling

We define what "success" looks like for your data.

- **Domain Identification:** Selecting critical data domains (e.g., Citizen, Employee, and Location).
- **Schema Design:** Defining the "Golden Record" structure, including required fields and data types.
- **Source Ranking:** Determining which systems are "trusted" for specific attributes (e.g., HR is the master for names, but Finance for bank details).

Phase 2: Data Integration & Matching Rules

We build the technical bridges to your master data hub.

- **Integration Build:** Connecting Boomi Data Hub to source and target applications using Boomi's connectors.
- **Matching Logic:** Configuring "Match Rules" (Exact, Fuzzy, or Soundex) to identify duplicate records across different systems.
- **Data Enrichment:** Integrating third-party services (like address validation or credit checks) to clean data in flight.

Phase 3: Stewardship & Governance Deployment

We empower your business to manage its own data quality.

- **Stewardship Dashboards:** Setting up the Boomi Data Stewardship console for manual record resolution.
- **Quarantine Management:** Establishing workflows for records that fail validation, ensuring "dirty data" never reaches the Hub.
- **Role-Based Access:** Configuring permissions so only authorised staff can approve or reject data changes.

Phase 4: Synchronisation & Continuous Improvement

We activate the real-time heartbeat of your data ecosystem.

- **Initial Load:** Performing a "bulk load" to establish the initial set of Golden Records.
- **Bi-directional Sync:** Enabling real-time updates so that when a record changes in the Hub, it pushes the update back to all "spoke" systems.
- **Reporting & Auditing:** Setting up dashboards to monitor data health, duplicate rates, and stewardship performance

7. SLAs & Service Levels

Boomi Service Level

- Boomi's goal is to **achieve 99.99% Service Availability**.
- Boomi also provides different levels of service credits (subject to some exceptions).
- Kindly refer to their official site for exact details.

Boomi Customer Care Support Plans

Boomi provides multiple levels of support. 'Basic Support' is Free, buyer can procure any other support package at the **extra cost** mentioned in the Pricing document attached in the pricing section.

Basic Support 	Enhanced Support 	Elite Bundle 
✓ Self-Service Community: • Chatbot • Community • User Forums • Articles ✓ Basic Support Access: ✓ 5 cases per contract year ✓ Portal only ✓ M-F 8am-5pm in region ✓ SEV 1: 4 business hrs in region ✓ SEV 2-4: 2 business days in region	✓ Self-Service Community: • Chatbot • Community • User Forums • Articles + Enhanced Product Support: + Unlimited Cases + Phone Portal Live Chat + M-F 8am-8pm in region (Sev 2-4) + SEV 1: 1 hr initial response time (24/7) + SEV 2-4: 8 business hrs in region + Escalations: Sev 1 Only Expert Bundle  ✓ Enhanced Support PLUS + Technical Account Manager + Boomi Insights + Unlimited Process Monitoring + Platform Dev & Assurance + Up to 8 sessions	✓ Self-Service Community: • Chatbot • Community • User Forums • Articles + Side by Side Support Access: ✓ Unlimited Cases ✓ Phone Portal Live Chat ✓ M-F: 24 hours + SEV 1: 1 hr initial response time (24/7) + SEV 2-4: 2 hrs 24/5 in region + Escalations: All cases ✓ Boomi Insights ✓ Unlimited Process Monitoring ✓ Platform Dev & Assurance + Up to 20 Sessions ✓ Technical Account Manager + Platform Architecture Services + Enterprise Architecture Services + Boomi Hosted Runtime

8. Offboarding

Our offboarding ensures that the Buyer retains full ownership of their "Golden Records" and the logic used to create them.

Master Data Extraction: We provide a full extract of all "Golden Records" and their associated metadata in a portable, non-proprietary format (XML/JSON/CSV).

Metadata & Rule Documentation: We hand over documentation for all Logics, Data Models, and Enrichment sources so the governance logic can be replicated elsewhere.

Process Handover: All Boomi integration processes used to feed the Hub are transferred to the Buyer's internal Boomi account or a successor provider.

Security & Access Decommissioning: We revoke all Onepoint access tokens and administrative credentials to the Hub and associated staging environments.

Purging & Final Certification: Upon confirmation of successful data receipt, we securely purge any temporary staging data or logs held within Onepoint-managed infrastructure.

9. Shared Responsibility Model

Area	Supplier Responsibility	Buyer Responsibility
Identity & access security	Zero Trust, RBAC, encryption	Approval of role assignments
Integration build & mapping	Connector setup and optimisation	Confirmation of business rules
Platform availability	Uptime, patching, monitoring	Access approvals
Change control	Managed maintenance windows	Change sign-off
Audit logging	Retention & anomaly alerting	Compliance usage & reporting

10. Service Boundaries

- Excludes bespoke software development
- Excludes standalone penetration testing
- Excludes end-user helpdesk/ticketing support

11. Accessibility & Compliance

- In line with the **UK GDPR & NCSC** guidelines and principles
- **ISO certified** data best practices ensuring confidentiality, integrity and availability with strong, standardised end-to-end Encryption, enforced at rest and in transit where appropriate
- **Zero Trust** role provisioning

This service is delivered under the terms of the G-Cloud 15 Framework Agreement and the Call-Off Contract.