



IDIS

INTEC'S DATA INTELLIGENCE SOLUTION SERVICE DEFINITION DOCUMENT

G CLOUD 15



IDIS SERVICE DEFINITION

SYSTEM OVERVIEW

IDIS is INTEC's proactive data matching and analytical software used in local and regional data hubs across the UK. Whether you are a single authority looking to maximise the use of your internal data, or a regional hub looking to merge and analyse numerous sources of information, then IDIS can help.

The simple yet effective analytics campaigns have successfully delivered significant savings in a wide variety of areas including, but not limited to:-

- Single person discount reviews
- Tenancy verification
- New homes bonus
- Council tax reduction schemes
- School admissions
- Housing waiting list audits
- Business rates analysis

With a built-in referral/case management module and links to IDIS Intelligence IDIS will significantly improve the savings that your team generate in both, time, resources, and more importantly cashable savings.

This document details the security measures in place on the IDIS platform.



SINGLE VIEW OF FRAUD & DEBT

The way IDIS handles data is very different from normal data hubs. Unlike other systems, each time a file is imported into IDIS the system automatically matches all the names and addresses within this file to all names and addresses already in the database. This has been used for two very clear purposes:-



SINGLE VIEW OF DEBT - By taking a simple extract from each of the debtor systems within your organisation, you can generate a complete breakdown on the debt you are owed. This can be done by type of debt and the value of each category. More importantly you can gather a picture of how much debt is owed by a single customer or address. This allows you to then make arrangements with them to recover the full amount. By taking a singular view of debt your recovery managers can take a much more informed approach to collection, especially with those customers who require additional support.

SINGLE VIEW OF FRAUD - By using the same functionality, IDIS allows you to take extracts from any source within the authority (or relevant external data) and combine them. This gives you an oversight of the services accessed by each customer and address. This also means that even when only 2-3 files are used in an analytical campaign the additional data that is available will also be linked to support the results returned.



SIGNIFICANT FINANCIAL SAVINGS

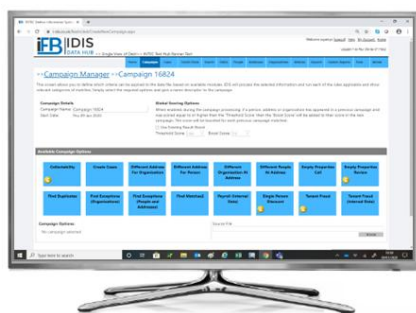
Over the past 5 years IDIS has proven time and again that it can return a significant return on investment. With returns from single campaigns often returning over £700,000 the amount of money you can save your organisation is only limited by your own imagination.

Whether you are running a single focus such as SPD verification, or short term/large return campaigns like the New Homes Bonus scheme, iDIS has delivered significant returns on investment across the UK. IDIS is now being used across 60+ organisations ranging from individual LA's to large regional hubs.



EASY CAMPAIGN MANAGEMENT

There are a large number of campaigns built into IDIS that can be run at any time. These are completed with just a few clicks of the mouse and the full results matched and returned within 24 hrs. This means your team can target the savings almost immediately.



LINKS TO CREDIT AGENCY DATA

Form analysing campaigns our customers have worked on we have found that those involving Credit Reference Agency data continually deliver the highest savings. These campaigns include, SPD, Tenancy Verification, Propensity to Pay and New Homes Bonus. Again, the full credit report is returned in a very short time frame giving you all the data you need to investigate any savings. Checks can be run individually to check specific cases or as large batch files depending on your needs.

The top benefits of IDIS are:
“It’s easy to use and,”
“It saves the authority money”





MORE THAN JUST RED, AMBER AND GREEN

Our results grid uses the widely recognised Red, Amber, Green coding scheme to show high risk cases quickly. INTEC also employ a unique risk score to each match so that officers can easily identify the “Highest of the high risk” referrals. The two schemes combined mean that you can focus your resources to the areas that matter.



DETAILED SUBJECT OVERVIEW

As previously stated even when a single file is used in a data match, the full intelligence hub is still stored against each subject. That means whenever you access a record IDIS will give you details of where that person, address or organisation appears in your hub and a complete history of data matches they have been involved in.

UNLIMITED DATA SOURCES

There are no limits to the amount of data sources you can include within your IDIS solution. If you can source reliable data from within your organisation then, you can import this into your hub. If you can source external data such as companies house, or charity data then this can also be used.

*“IDIS has been instrumental in
£Millions of savings
Since we brought it in”*



CLIENT SERVICES, SET UP AND ON BOARDING

Once a client has subscribed to our service the set-up process is very straight forward. Through discussion with the end user, we help configure the initial system to suit their needs. This is then adapted through training and support to meet their needs fully. Typically, this process take a matter of weeks.

INTEC will always ensure that our time frames and procedures meet with the client's expectations and needs.

Client support is also taken very seriously. We have a fully manned support team that are available by phone call and email in the first instance. We are also happy to arrange video calls and site visits when required. The standard report time scales are as follows:

■ PRIORITY ONE	Full system down	Response within 1 hour
■ PRIORITY TWO	Feature or Error reporting	Response within 3 hour
■ PRIORITY THREE	General User Query	Response within 1 working day
■ PRIORITY FOUR	Low level query or discussion	Response within 3 working days

Client services is regularly monitored by a Company Director, and we can confirm that within the last 12 months;

- **ALL Priority 1 calls have been responded to within the agreed timescales.**
- **ALL Priority 2 & 3 calls have been responded to within the agreed timescales with 92% responded to within 1 hour**
- **ALL Priority 4 calls have been responded to within ONE working day.**



TRAINING, CONSULTATION & ACCOUNT MANAGEMENT

TRAINING AND CONSULTATION

The initial training courses are all included within the purchase price of the software. While we always adapt our courses to suit the needs of the users, they typically follow these steps:

- Day ONE: Administrator Training and set up
- Day TWO: User training based on the customers requirements and specific set up
- Day THREE: User and Admin follow up training and consultation
- Day FOUR: Account Management visit to check on progress

INTEC also offer a number of FREE regional training sessions and workshops throughout the year allowing users share best practice, ask various questions and look at how new enhancements could improve our service and the software.

Individual training sessions and days can be purchased through INTEC at any point during the contract by simply contacting your account manager.

ACCOUNT MANAGEMENT

As soon as you become a customer of INTEC you will be assigned an account manager. At the moment all account managers are also company directors. Your account manager is there to help guide users through the whole process and ensure you get the maximum from our software and services.

Account Managers will constantly update clients on INTEC's latest news and updates. We will also look to visit clients on site at least twice a year and customers are made fully aware they can request an account management visit at any point during the contract.



OFF BOARDING AND MINIMUM CONTRACT PERIOD

INTEC normally operate a 1-year minimum contract for IDIS (However any contract length can be discussed).

We offer full support our customers off boarding at the end of their contract. Please refer to our "CLIENT EXIT PLAN". This plan would be bespoke to each customer to ensure the stress of moving solutions is kept to a minimum.

TECHNICAL AND SECURITY INFORMATION

DATA PROTECTION

INTEC for Business are registered with the ICO and the IDIS application is fully compliant with data protection legislation.

In line with data protection legislation, when hosting this service INTEC for Business will;

- Ensure that Confidential Information will only be transferred in a secure manner
- will not communicate, disclose or make available all or any part of the confidential information to any third party
- Not directly or indirectly use, or permit others to use, the confidential information other than for the purpose agreed
- Not make any announcement or disclosure in connection with the confidential information without the prior written consent of the information owner
- Allow access to the confidential information only to those employees who have reasonable need to see or use it
- Will inform each of the said employees of the confidential nature of the confidential information and of the obligations in respect of the Confidential Information and ensure such employees comply with the confidentiality and non-disclosure obligations
- Ensure that at the end of the agreed purpose any confidential information supplied, as well as any backups, extracts, duplicates are returned to the information owner
- Ensure that hardware containing sensitive data is securely destroyed



CLIENT SEPARATION

The IDIS platform uses Microsoft Active Directory to control access to customer resources. All users for a customer are placed into a security group, and resources for that customer are secured with the security group.

Files stored on the cloud platform are secured with Active Directory and accessed via a unique file share for each customer that is again linked to the security group.

Each customer has their own standalone SQL server databases secured with a strong password created by the INTEC support team. Databases use Microsoft's Transparent Data Encryption which performs real-time encryption and decryption of the database, associated backups, and transaction log files at rest without requiring changes to the application.

ANTI-MALWARE

Microsoft Anti-malware for Azure Cloud Services and Virtual Machines is enabled on all virtual machines in the INTEC Cloud.

The solution takes a "secure by default" approach and is designed to run in the background without human intervention.

The solution includes

- **Real-time protection** - monitors activity in Cloud Services and on Virtual Machines to detect and block malware execution.
- **Scheduled scanning** - periodically performs targeted scanning to detect malware, including actively running programs.
- **Malware remediation** - automatically takes action on detected malware, such as deleting or quarantining malicious files and cleaning up malicious registry entries.
- **Signature updates** - automatically installs the latest protection signatures (virus definitions) to ensure protection is up-to-date on a pre-determined frequency.
- **Antimalware Engine updates** – automatically updates the Microsoft Antimalware engine.
- **Antimalware Platform updates** – automatically updates the Microsoft Antimalware platform.
- **Active protection** - reports telemetry metadata about detected threats and suspicious resources to Microsoft Azure to ensure rapid response to the evolving threat landscape, as well as enabling real-time synchronous signature delivery through the Microsoft Active Protection System (MAPS).
- **Samples reporting** - provides and reports samples to the Microsoft Antimalware service to help refine the service and enable troubleshooting.



- **Exclusions** – allows application and service administrators to configure certain files, processes, and drives to exclude them from protection and scanning for performance and/or other reasons.
- **Antimalware event collection** - records the antimalware service health, suspicious activities, and remediation actions taken in the operating system event log and collects them into the customer's Azure Storage account.

SECURITY CENTRE

The INTEC Cloud has installed the Microsoft Azure Security Centre. Azure Security Center helps you prevent, detect, and respond to threats with increased visibility into and control over the security of your Azure resources. It provides integrated security monitoring and policy management across your subscriptions, helps detect threats that might otherwise go unnoticed, and works with a broad ecosystem of security solutions.

Security Centre will make recommendations about the security state of the INTEC Cloud, and these are regularly reviewed to ensure the platform is maintained at the highest level of security.

Security Centre will automatically collect and analyse security data from virtual machines, the network, and antimalware programs and firewalls

Security Centre also includes alerts relating to security concerns such as brute force attacks or compromised machines from known malicious IP addresses. The service also offers insights into the source of the attack and impacted resources, and suggests ways to stop the current attack help prevent future attacks.



BACKUP AND RECOVERY

All resources in the INTEC Cloud are automatically backed up according the following table. Recovery of data from a backup can take 24-48 hours.

Resource	Frequency	Retention
SQL Databases	Hourly	14 days
Files	Daily	14 Days
Virtual Machines	Daily	30 days





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