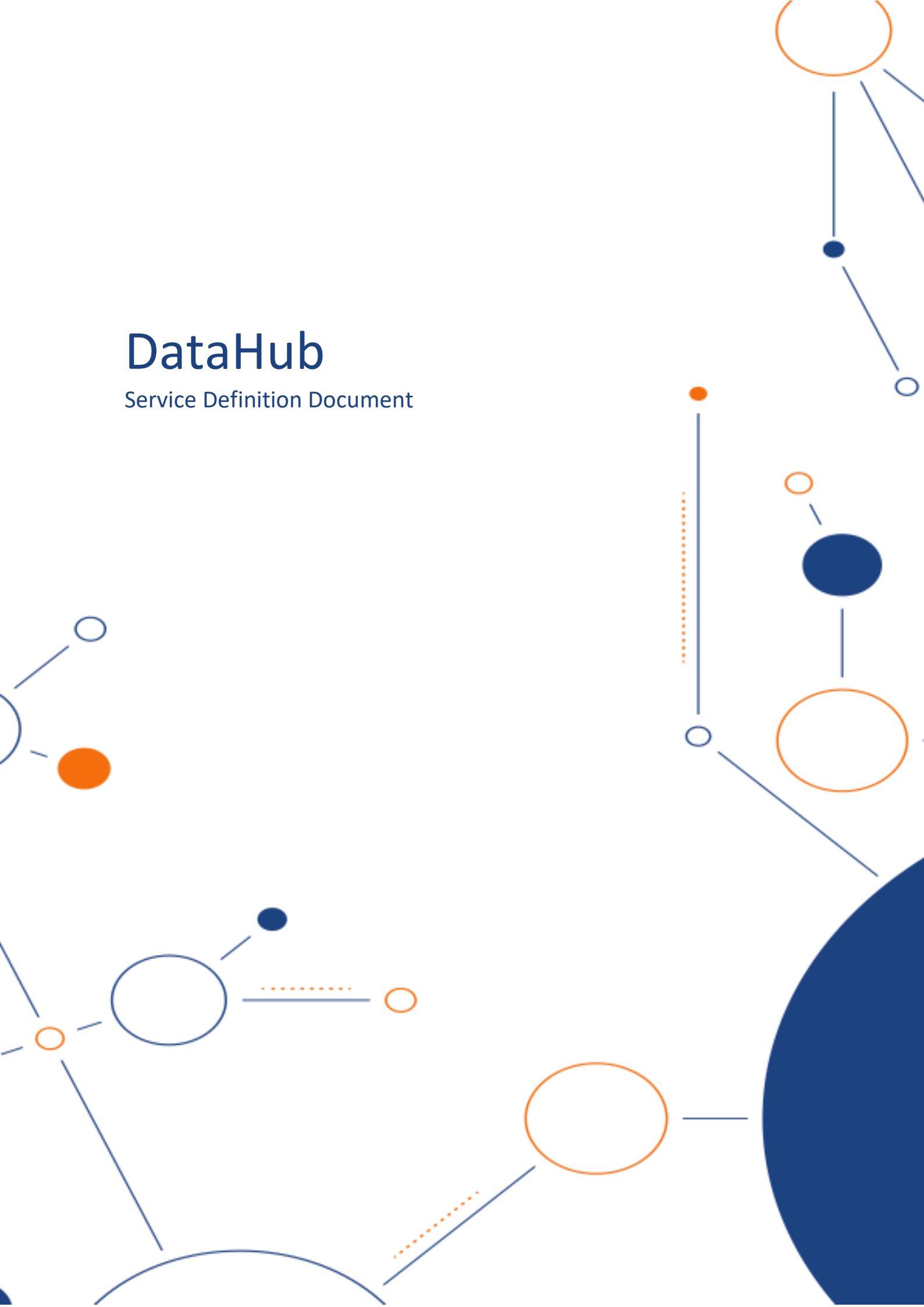
DataHub

Service Definition Document



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1.0 Service Summary

1.1 Datahub Product Description

Synalogik's Datahub product provides Public Sector organisations with critical insight, to expedite intelligent decisions based on the data needed to investigate individuals, commercial entities, email addresses, telephone numbers, vehicle registrations, IP address or Bank Card Numbers for the investigation, prevention and detection of crime.

Datahub is a complementary product to Scout® and/or Datahunter™ and enables users to procure and query third party and open-source data that makes significant operational time-efficiencies, giving analysts and investigators two critical components of their roles: time and data.

1.2 Service Description

Datahub is designed to provide customers with easy access to third party and open-source data sources. Datahub can provide data relating to searches and investigations associated with people, telephone numbers, email addresses, postal addresses, commercial entities, vehicle registrations, IP Addresses or Bank Card numbers. The results can be cleansed and reviewed in Scout® or Datahunter™ using risk assessments, then viewed as text, node charts, on street view or upon a map in the portal. Scout® and Datahunter™ platforms can perform searches in a fraction of the time taken to manually log in and out of multiple different data sources resulting in significant operational time efficiencies.

Complex investigations require data from multiple different sources which, when collated manually, are incredibly time-consuming to complete. While some automation solutions exist, they often only include their own proprietary datasets, which are insufficient to conclude an investigation satisfactorily and inevitably result in the user having to log back into other data sources internally or to open sources before completing an enquiry.

Our automation platforms, Scout® and Datahunter™, in combination with the Datahub resolves this with a data agnostic approach to aggregation, integrating all your chosen datasets into a single intelligence environment; allowing you to search once and automatically pull data from all these datasets in an auditable and GDPR compliant manner.

1.3 Key data

- CRIF data
- Global Commercial Data
- UK Companies House
- Creditsafe
- Political Exposed Person Data
- Sanctions Data
- Credit Address Links
- Credit Application Data
- Personally Identifiable Information

- Goneaways
- Goneaway Forwarding Addresses
- Bereavement Register
- Open Source Data
- Additional data sources are continual added to this evolving service and costs available on application

1.4 Service Benefits

- Significant operational time savings in accessing critical data in one consolidated view
- Scout® and Datahunter™ can target searches of the datahub in bulk or singularly, identifying links between entities
- GDPR Compliant

1.5 Datahub Access

Datahub is accessed through Scout® or Datahunter™ products. Scout® is accessible via standard web browsers (which should be procured and provisioned by the customer). Datahunter™ platforms are deployed to customer cloud environments and made available to customers through a unique URL webpage or via API access.

1.6 Onboarding

Scout® and Datahunter™ URL, usernames and passwords are delivered to users in advance of product user training, which comes as standard with licences.

2.0 System Requirements

2.1 Hardware

Scout® and Datahunter™ can be deployed on premise as required but is subject to prevailing SFIA rates.

2.2 Software

Internet access and standard internet browser are required to access Scout® or Datahunter™ for the purposes of accessing the datahub. If customers are using the datahub via an API Professional Services for integration will be applicable based on the bespoke deployment.

2.3 Internet Connection

Customers are responsible for procuring and managing appropriate internet provision, devices and any software required to meet the relevant data security protocol.

3.0 Support

3.1 Customer Success

Each customer has access to a Synalogik Customer Success Manager for help, advice and support on their Datahub journey.

3.2 Helpdesk

Synalogik Service Desk is currently available Monday - Friday 0900 – 17:30 excluding bank holidays and provides a single point of contact for all incident logging, access requests and progress requests. Users will be able to log calls via a dedicated support page in their Scout® or Datahunter™ platform or via an email address. The aim is for the Service Desk to restore normal service as quickly as possible, resolving technical faults or fulfilling a Service Request (Access Requests, Service non- conformance issues, etc.) or answering a query relating to system functionality.

The Service Desk scope is:

- Logging, categorising and prioritising incidents and requests
- Fulfilling request for information, advice, a standard change or access to a service; Not limited to password changes or service availability questions.
- 1st line support – Initial investigation and triage and referral to Synalogik for 1st, 2nd / 3rd line support
- Managing the full lifecycle of an incident or request, escalating as appropriate and ensuring customer satisfaction before incident or request closure.
- Informing users and/or incident initiators of incident and manages progress for service issues.
- Conducting customer/user satisfaction call-back/surveys
- Updating the helpdesk incident management system based on ITIL Configuration Management Systems (CMS)