

Service Definition: Datahub

1. Service Overview

Datahub is a secure, cloud-based mass data management service designed to support councils in matching, cleansing and analysing large volumes of data from multiple sources to create a single, trusted golden view of data.

Using advanced algorithms and configurable matching rules, Datahub enables organisations to accurately merge millions of records, reduce duplication and improve data quality across a wide range of operational and analytical use cases. The service supports both automated and manual data processing and provides a user-friendly interface for practitioners alongside robust reporting and analysis capabilities.

Datahub is designed to operate at scale and is suitable for public sector and multi-agency use, supporting collaboration and data sharing across councils and partner organisations.

2. Service Scope

What the service includes

- Software provided as a **Software as a Service (SaaS)** solution
- Full hosting of the service
- Ongoing system maintenance
- Technical and user support
- Unlimited user licences within the licensed organisation or geographic area
- Access to the Datahub platform

What the service does not include

- Provision of end-user devices
 - Provision of internet connectivity or network infrastructure
 - On-site delivery, configuration or training
 - Data quality remediation or cleansing beyond system-supported matching rules unless explicitly agreed
 - Bespoke software development unless explicitly agreed, scoped and contracted as a paid change
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3. Service Features

Datahub provides the following core capabilities: - Matching of millions of records from multiple data sources to create a golden view of data - Manual and automated data import capabilities - Data cleansing and processing to remove duplicates - Hundreds of configurable matching rules for address, person and

household data - Manual matching supported by system-suggested matches - SQL-based reporting and analysis database - User-friendly front-end for practitioners

Optional functionality includes: - Claim Hub to support Troubled Families claims - School Hub to provide a consolidated view of schools across a locality

4. Service Delivery and Onboarding

Delivery model

- The service is delivered **remotely**
- Initial rollout of the out-of-the-box system is completed within **3 weeks of contract sign-off**

Onboarding and training

- Remote administrator training is provided
- Access to documentation and training materials is included

Configuration and setup

Following rollout, configuration activities are undertaken to align the service with customer requirements. This includes: - Configuration of datasets - Setup of data import sources, including automated APIs or secure FTP file drops where applicable - Configuration of matching rules - Reporting configuration - User and role setup

The duration of this phase will vary depending on the number and complexity of data sources.

Project support

- Customers are assigned a named **QES Project Manager**
 - Customers are assigned a named **Senior Developer**
 - Weekly meetings with a senior developer are provided to support configuration and ongoing project needs
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5. Service Management and Support

Account management

- Each customer is assigned a named **Account Manager**

Support services

- Access to the QES Customer Care Service Desk
- Support requests can be raised via phone or email
- All requests are logged within a ticketing portal where customers can monitor progress

Support availability

- Support is provided during **Normal Business Hours**

Incident management

- Incidents are categorised by severity
- Response and resolution times are defined within the Service Level Agreement (SLA)

Change management

- Change requests are logged and reviewed by a Change Review Board
 - Requests are assessed for feasibility, impact and priority
 - Approved priority changes are scheduled into product evolution sprints
 - Some changes may incur additional fees, subject to agreement
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6. Service Levels

Support is delivered in line with the agreed Service Level Agreement, which defines: - Severity levels - Acknowledgement times - Update frequencies - Resolution targets

7. Security and Data Protection

Compliance and standards

QES complies with the following standards and frameworks: - UK GDPR (QES acts as a Data Processor) - ISO 27001 – Information Security Management - Cyber Essentials Plus

Hosting and data residency

- The service is hosted on **Microsoft Azure**
- All customer data is stored and processed within the UK at all times

Security controls

- Encryption of data at rest and in transit
- Multi-factor authentication
- Role-based access controls
- Logical segregation of customer data
- Full audit logging available to system administrators
- Regular independent penetration testing
- Backup, redundancy and disaster recovery arrangements in place

Business continuity and disaster recovery

- Automated and regular system backups
 - Geographically redundant storage
 - Recovery Point Objective (RPO): up to 5 minutes
 - Recovery Time Objective (RTO): under 1 hour
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8. Onboarding and Offboarding

Onboarding

Onboarding is delivered remotely and includes: - Administrator training - System configuration - Access to documentation and training resources

Offboarding and data exit

At the end of the contract: - User access is removed - The customer system is decommissioned - Customers can extract their data at any time using the built-in data extract report - Backup data is retained for 30 days - After 30 days, all backup data is permanently deleted and full decommissioning is completed

9. Pricing

Pricing model

- Pricing is based on an annual licence fee
- Pricing ranges from **£75,000 to £125,000 per annum**, excluding VAT, depending on scale, configuration, data sources and data import methods (for example, automated API integrations may incur higher costs than file-based imports)

What pricing includes

- Access to the Datahub platform
- Hosting, maintenance and support
- Administrator training
- Access to the Customer Care Service Desk

Additional charges

- Optional configuration, additional data sources, change requests or enhancements may incur additional fees, subject to agreement

Billing

- Invoiced annually in advance
- Prices are exclusive of VAT

10. Customer Responsibilities

Customers are responsible for: - Working collaboratively with QES during onboarding - Assisting with configuration activities - Providing data for import where required - Providing details of automated imports, such as secure FTP locations, where applicable - Ensuring relevant staff attend training sessions - Communicating system rollout to users - Appointing a council representative with strong data and reporting expertise

11. Service Constraints and Dependencies

Known limitations

- Requires a reliable internet connection
- Requires use of current Microsoft-supported web browsers

Device compatibility

- Accessible via laptop, tablet and mobile devices
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12. Accessibility

Datahub is designed, developed and tested to meet **WCAG 2.2 AA** accessibility standards. Accessibility requirements are considered throughout the design, development and ongoing improvement of the service.

13. Public Sector Suitability

Datahub is designed specifically for public sector use and is suitable for multi-agency collaboration and data sharing across councils and partner organisations.