

IBISWorld - Service Definition Document – G Cloud 15 – January 2026

Service

IBISWorld is a leading online industry information provider with an objective insight into how industries are performing today and how they are likely to perform tomorrow. Written at an unparalleled degree of detail and updated frequently to help organisations make accurate business decisions.

Industry Market Research

This is our core product. Each industry report is written at the 5-digit UKSIC level - an unparalleled degree of detail. The reports are updated frequently, which gives you the confidence to make accurate and speedy business decisions. Each report includes 9 chapters, and 33 sub-chapters, that provide in depth insight into current and future industry performance, changing trends, operating conditions and supply chain conditions.

Specialised UK Collection

The ONS has not updated the SIC codes since 2007, while technological advancements and changing social trends have allowed a vast range of new and rapidly growing industries to emerge. Therefore, we have a collection of specialised industry reports for the niche and emerging industries.

At-a-Glance Summaries

IBISWorld's At-a-Glance summaries provide the vital facts and figures in just 6-8 pages for each of the industries. Designed for that quick snapshot, it condenses the integral elements from our industry reports into bite-sized paragraphs, graphics and tables. A portion of the content in an At-a-Glance summary is presented in a Q&A, enabling the user to learn as they might through a one-on-one conversation with an industry expert. They offer fantastic pitching support and enable frontline staff to establish credibility with clients from the very first meeting.

Industry Risk Reports

Risk Rating Reports score the difficulty of operating conditions in 500+ industries (UK) over the coming 12-18 months. Each report provides a single Risk Score comprised of: the industry's internal structural risk, revenue growth risk and risk arising from external variables. Unlike traditional risk models that use historical information, our analysts use a sophisticated process to create a forward-looking picture.

Industry Data Wizard

The Industry Data Wizard provides the unique opportunity to sift through the entire IBISWorld Database at the click of a button to find the information most important to you. Ideal for category planning, regional supply chain analysis and Small/Medium enterprise identification.

Typically, people in banking, accountancy, procurement, marketing, business development, finance or strategy, professional services, knowledge workers, and librarians make up the largest IBISWorld user groups.

ESG

The UK ESG product is a new add-on chapter that is available for all UK core and Specialised reports. It offers risk ratings and analysis on the environmental, social and governance aspects of UK industry operations. It allows you to better understand the core issues driving environmental, social, or governance risk within a given industry, and which issues may require additional due diligence based on each issue's individual risk score.

With ESG in business growing ever important, evaluating ESG factors is essential for a range of occupations and can assist in a large number of processes, including government procurement, commercial lending and auditing.

Financial Ratios

The Financial ratios are essential tools with which companies' strengths and efficiencies can be accessed. IBISWorld financial ratios include liquidity, coverage, leverage and operating ratios.

Financial ratios convert financial information to a standardized format to make comparison easier. Financial ratios are used across many different industries, including accounting, business valuation, banking, procurement and consulting.

European Industry Spotlight Reports

IBISWorld's new European collection supports key market insights across 37 European countries. The Europe collection covers Europe- and country-level reports for industries within the ISIC industry classification system.

This collection offers:

- Contextual, European level reports for 450+ industries. These reports cover Europe as a singular market.
- 14,000 Data Factsheets spanning 37 European countries.
- Modernised report format for efficient research.
- New benchmarking tools for seamless cross-border comparison.

The collection consists of the following report formats:

- Europe Regional Spotlight Reports
- Europe & Country Data Fact Sheets

Business Continuity and Disaster Recovery

IBISWorld is committed to providing the best possible experience to its customers. To ensure the consistent availability and delivery of its products and services in an online environment, IBISWorld has developed the following business continuity and disaster recovery (BC/DR) policy in support of a comprehensive program for BC, DR and overall business survivability. IBISWorld, like any other firm, is exposed to potential risks that could disrupt or destroy critical business functions and/or the production and delivery of Company goods and services. Our strategy for continuing business in the event of an incident is to ensure the safety and security of all employees; and to continue critical business functions, production and delivery of products and services from predefined alternative sites.

Purpose

The purpose of the BC/DR policy is to ensure that all IBISWorld online business activities can be kept at normal or near-normal performance in the event of a catastrophic services failure in either one of IBISWorld's web and data base hosting regions.

Responsibilities

The Chief Information Officer (CIO) is designated as the corporate management liaison responsible for the BC/DR program. Resolution of issues in the development of, or support of, all BC/DR plans and associated activities should first be coordinated with the BC/DR Team and appropriate internal or external organizations before submitting to the corporate management liaison.

Policy Compliance

BC/DR compliance verification is managed by the BC/DR Team (aka Information Security Group) with support from other relevant internal departments. Business Continuity Plans have been developed to facilitate the testing of the process. BC/DR Compliance Verification is required twice annually and is facilitated by the BC/DR Team.

Maintenance

Service constraints and maintenance windows will be kept to a minimum because IBISWorld's web and database servers are hosted by Amazon Web Services (AWS) in two independent regions (US West -Oregon and Sydney, Australia). In the event of an outage or disruptive incident in either hosting region we will be alerted by our cloud-based website uptime monitoring solution and by our network monitoring software (PRTG). Our Emergency IT team are alerted and, in turn, implement the Business Continuity Plan. This plan involves switching our websites from the affected region to run off the remaining region while the incident response team investigates and re-mediates the incident.

Service Level Agreements and Resolution Times

Problem Severity Level	Definition Examples (non-exhaustive)	Response Time Service Level	Resolution Time Service Level
Level 1: A significant impact to a client's internal processes	Site: A significant number of the client's users are unable to login, or access the Product. Product functionality is severely reduced	Supplier will respond to Level 1 problems within two (2) business hours after the client reports such problem or Supplier's detection of such problem, whichever is earlier. Supplier's senior engineers will commence efforts to fix Level 1 problems within four (4) business hours after the Supplier's response to Level 1 problems.	Supplier will use best and continuous efforts, twenty-four (24) hours per day, seven (7) days per week to resolve or provide the client with an acceptable work-around for the Level 1 problem within eight (8) business hours, and will provide a permanent fix no later than two (2) Business Days after the client reports such problem or Supplier's detection of such problem, whichever is earlier.
	APIs: APIs fail to deliver data to the client's systems for a period of 3 or more days (being 72 hours or longer) within a 7-day period		
Level 2: Some impact to the client's internal processes	Site: Functionality of the Product is impaired or some of the client's users are unable to access or use some functionality.	Supplier will respond to Level 2 problems within two (2) business hours after the client reports such problem or Supplier's detection of such problem, whichever is earlier. Supplier's senior engineers will commence efforts to fix Level 2 problems within six (6) business hours after the Supplier's response to Level 2 problems.	Supplier will use reasonable and continuous efforts, during normal business hours to resolve or provide the client with an acceptable work-around for the Level 2 problem within one (1) Business Day, and will provide a permanent fix no later than three (3) Business Days after the client reports such problem or Supplier's detection of such problem, whichever is earlier.
	APIs: APIs fail to deliver data to the client's systems for a period of 2 days (being 48 hours or longer) within a 7-day period		
Level 3: Low impact to the client's internal processes	Site: Functionality of the Product is impaired with minor impact	Supplier will respond to Level 3 problems no later than twenty-four (24) hours after the client reports such problem or Supplier's detection of such problem, whichever is earlier, during the client's normal business hours (or on the next business day, if the problem is reported outside of the clients normal business hours).	Supplier will resolve or provide the client with an acceptable work-around for the Level 3 problem within five (5) Business Days after the client reports such problem or Supplier's detection of such problem, whichever is earlier. Supplier will provide a permanent fix in the next upgrade.
	APIs: APIs fail to deliver data to the client's systems for a period of 1 day (being 24 hours or longer) within a 7-day period		

Onboarding, Implementation and Offboarding

On-Boarding

A Client Relationship Managers will provide in-house training sessions or via telephone and/or webinar. You will have access to all the supportive material to aid and benefit you during your on-boarding.

First Year Direct Client License Implementation

Month 1: Implementation

- On-boarding of all users including username setup and password.
- Individual/group user training on functionality
- Team Workshops/training on best practices
- ROI and goal setting
- Agree monthly/quarterly review meetings with client leadership until contract end date.

Month 2 -10: Adoption and Engagement

- On-going training support and implementation
- Continued best practice sharing and quarterly usage reporting.
- Ongoing performance against ROI goals.
- Continued support training to ensure ROI expectations have been met
- Renewal Discussions

Month 10-12: Support and Renewal

- Continued support training
- Continue membership for a long-term relationship.

Off-Boarding

On termination the Buyer must cease using the Licensed Product (and all reports, data and other information produced or generated by the Buyer which are based on or include any of the Licensed Product) for any purpose and must destroy all copies (hard and electronic) of any Licensed Product or any such report, data or other information in the Buyer's possession, power or custody.

Ordering and Invoicing

- Service is activated through a secure online license application web link.
- Once a client accepts a subscription link an invoice is raised automatically within 7 days.
- Payment terms are 30 days from the date of the invoice
- Client will then receive an email invoice linked to the authorised contact

Access

Clients access our content directly through our website My IBISWorld via a unique username and password. Our Direct license option permits unlimited access and distribution to all registered Users.

We also provide access via API. IBISWorld's APIs are designed for customer to pull data from our reports and use this data in their own systems. Customers must authenticate and call IBISWorld APIs in accordance with the documentation here: <https://developer.ibisworld.com/Developer/help/document/v2/>

Support

As part of IBISWorld you will access to the help centre which will provide you with FAQ's, documentation, product tutorials, webinars, insight stories, latest media articles and off boarding documentation which is accessible 24/7. If you have any further questions you can raise them with your dedicated Client Relationship Manager.

Pricing

Is custom dependent on customer requirements. We consider access, usage, modules, and distribution. We have detailed our Industry license in our pricing document.