

Valcon G-Cloud Lot 3 Service Definition

Citizen360 with Tilores

[Set Up and Migration | Service optimisation/right sizing, Other]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Valcon Citizen360 with Tilores builds a 360° knowledge graph of stakeholders (persons and organisations), linking parties, objects, locations, and events across datasets. It combines advanced identity resolution with the POLE model (Party, Objects, Locations, Events) and flexible components for rapid integration, enabling fast deployment for service delivery and actionable insights.

Features

- Identity Matching: Accurate matching of identities across datasets
- Fraud Detection: Identification of suspicious activities and patterns
- Data Integration: Seamless integration of disparate data sources
- Entity Resolution: Resolving and linking related entities for comprehensive insights
- Real-time Analytics: Instantaneous analysis of data for timely decision-making
- Risk Management: Mitigation of risks through proactive monitoring and alerts
- Compliance Monitoring: Ensuring adherence to regulatory requirements
- Secure Access: Controlled access to sensitive data for authorised users
- Scalability: Able to handle large volumes of data/growing user demands
- User-friendly Interface: Intuitive interface for easy navigation and utilisation

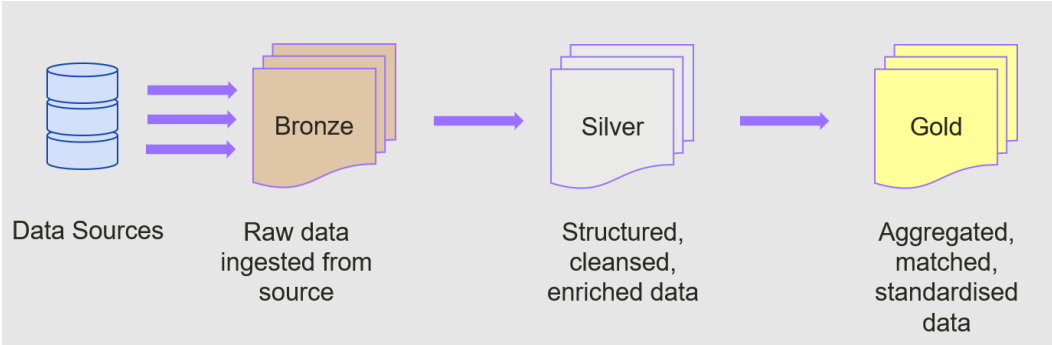
Benefits

- Enhanced Governance: Streamlined operations and improved decision-making
- Fraud Prevention: Detection and prevention of fraudulent activities
- Data Integration: Integration of disparate data sources for comprehensive insights
- Increased Efficiency: Automation of processes and reduction of manual tasks
- Improved Compliance: Ensuring adherence to regulatory requirements and standards
- Enhanced Security: Protection of sensitive data and mitigation of risks
- Real-time Insights: Instantaneous analysis for timely action and decision-making
- Transparent Governance: Promoting transparency and accountability in government operations
- Better Service Delivery: Improving service delivery and citizen satisfaction
- Cost Savings: Optimising resource allocation and reducing operational costs

3. Approach

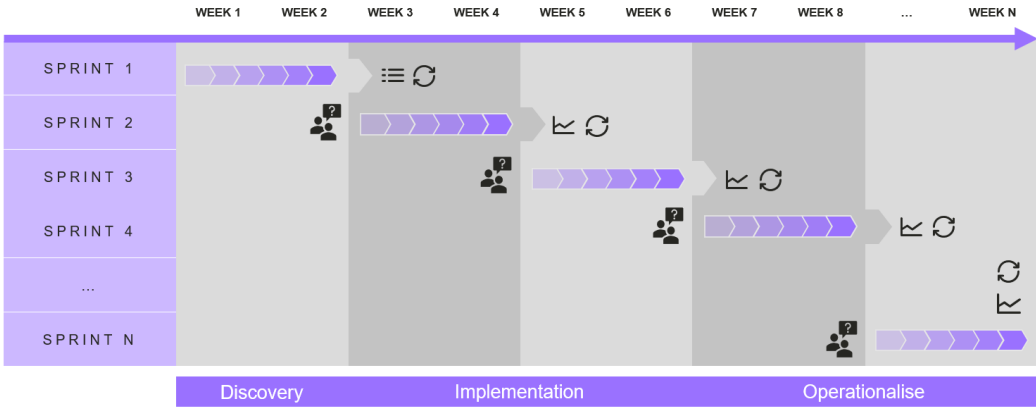
Valcon's Citizen360 solution is designed as a complementary component or strategic enabler within a broader initiatives of a data strategy – such as a Data Pipeline implementation, Master Data Management (MDM) deployment, or other data-driven initiative. Our approach begins with assessing where a client is in their data maturity journey and collaborating closely with business stakeholders to identify and unlock untapped value within existing data assets.

When deploying the Citizen360 solution, we adopt the industry-standard Medallion Architecture, which organises data into “Bronze”, “Silver”, and “Gold” layers representing progressive levels of quality and standardisation. Citizen360 progressively enriches these layers by applying advanced identity matching and resolution techniques. This capability enables government organisations to consolidate citizen and business records across multiple sources, conforming to a standard, enterprise data model and creating a single, trusted view of interactions. The result is improved service delivery, more accurate engagement, and better outcomes for citizens and businesses alike.



Matched, cleansed and enriched citizen data can be published and consumed directly by operational systems or used by data scientists to train models that deliver valuable predictions to your business teams.

Throughout the Citizen360 implementation, we aim to take your team along the journey, with documentation, knowledge transfer and training, enabling you to become self-sufficient should you wish, although we are also able to manage your Citizen360 implementation as an ongoing service.



Citizen360 can be implemented through different delivery models. Our own preference is an agile and flexible approach where we deliver incremental visibility and results through iterative sprints.

This engagement can feature any combination of the deliverables described in the table below:

Deliverables	Description
Entity Resolution with Citizen360 “Art of the Possible”	Workshop driven process that identifies current state and identifies areas to concentrate on. This may be picking up an existing project or first-time implementation of a solution. Report on the current state (as is) and the possible future state (to be). This activity will be led by a Valcon Principal Consultant supported as required by other resources.
Data Pipeline Architecture	This covers how the data will be acquired; data quality remediation, augmentation, and enrichment requirements; and how the resolved single view and associated relationships will be published back for applications to consume.

Analytics Capability Design	Citizen360 provides an out of the box analysis platform for data science that allows organisations to quickly exploit the resolved, deconflicted single views of customers and their relationships. This element covers any customisation and further extension of this capability to ensure the organisation can exploit it from day 1
Citizen360 Implementation	The technical implementation of the Citizen360 solution on premises or using a cloud tenant of your choice, together with the establishment of the data pipelines and analytical capability.
Citizen360 Health Check	Technical and business consulting effort to review and assess the performance of a current Citizen360 implementation and to provide a report including recommended enhancements.

Table 1 - Deliverables

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client. These may include (but are not limited to):

- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes
- 3rd party Entity Resolution tool costs will depend on the product selected to best meet the requirements. As experts, Valcon can advise on the best choice of tool.

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).