

Capita Enhanced Batch Address & Mortality Tracing

Service Definition

G-Cloud 15



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1 Overview

Capita's Premium Batch Trace service locates individuals by combining multiple credit reference agency data sources with advanced matching logic. It is designed for public sector bodies and organisations that need accurate address confirmation to support debt recovery, compliance, and citizen engagement.

This enhanced approach overlays several data sources to reduce false negatives and improve match accuracy, which is critical for collections strategies. Each record is assigned a confidence grade, making results easy to interpret and enabling risk-based decisions on whether to proceed with recovery actions. The service is delivered as a batch process, suitable for large datasets where reliable address information is essential.

Premium Batch Trace helps organisations improve trace success rates, reduce operational costs, and maintain compliance with public sector standards. It can be integrated with existing workflows for collections and outreach, ensuring that contact strategies are based on verified address data.

By providing high-confidence results, this service supports effective debt recovery, minimises wasted effort on incorrect addresses, and strengthens engagement strategies. It offers a practical, efficient solution for organisations managing large volumes of customer or citizen data.

2 Service Features

1. Utilises multiple credit reference agency data sources
 2. Advanced data overlay for improved accuracy
 3. High-confidence grading for each record
 4. Batch processing for large datasets
 5. Fully compliant with public sector standards
 6. Integrates with collections and engagement workflows
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3 Service Benefits

1. Minimises false negatives and improves trace success rates
 2. Enhances debt recovery and revenue collection
 3. Reduces operational costs through accurate targeting
 4. Supports compliance and fraud prevention
 5. Improves citizen contact strategies with reliable address data
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4 Service Scope

This service includes a managed data enrichment program delivered on a project-by-project basis. Data will be provided for each project in the agreed format and upload files via secure transfer methods such as SFTP, ensuring compliance with ISO/IEC 27001. All data is securely stored in the UK, and the service complies with industry security standards.

No additional software installation is required.

Flexible scheduling for uploads and confirmation of receipt is provided by our client relationship team, who provide support during our standard working hours (Monday–Friday, 9am–5pm). This includes support for general or technical queries.

The pricing structure uses a tiered rate card that depends on both the volume and type of service.

5 Disclaimer

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