



Service Definition for GBG Go

G-Cloud 15

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About GBG

We are the experts in digital location, identity and managing fraud risk and compliance. Helping organisations across the globe eliminate customer friction and fraud from their digital experiences. GBG develop and deliver digital identity, address verification, fraud prevention and compliance software to over 20,000 customers globally.

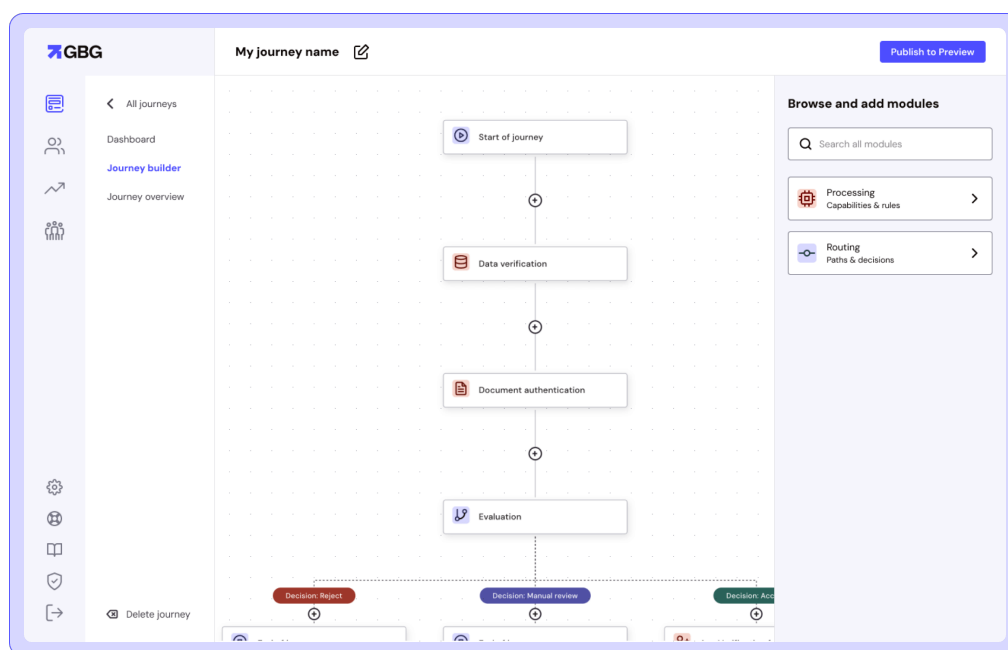
Through the combination of the latest technology, the most accurate data and our unrivalled expertise, GBG helps organisations ranging from start-ups to the largest consumer and technology brands in the world deliver seamless experiences, so their customers can transact online with greater confidence.

GBG is headquartered in the UK with over 1,100 team members across 17 countries.

Service Summary

GBG Go is an all-in-one intelligent identity platform designed to help businesses accelerate onboarding, enhance fraud prevention, and meet global compliance requirements. Through a single API, it provides access to more than 80 identity, fraud, and risk-protection modules, giving organisations the ability to verify customers efficiently across 195+ countries while navigating diverse regulatory landscapes. Built on over 30 years of GBG's identity expertise, the platform combines global data, documents, biometrics, and risk intelligence to deliver fast, accurate, and secure identity verification journeys.

Key features of GBG Go include an intuitive no-code/low-code journey builder, allowing teams to deploy adaptive, pre-configured, or fully customised workflows that minimise drop-offs and maximise conversion. Its analytics and investigation tools provide deep insights into journey performance and customer outcomes, enabling continuous optimisation. Fraud protection is strengthened through access to GBG's cross-industry intelligence network of over 1,000 brands, real-time decisioning, and AI-powered anomaly detection. Combined with built-in KYC, AML, and data-privacy compliance, GBG Go gives organisations the ability to grow confidently, reduce manual reviews, and deliver frictionless customer experiences.



Key Capabilities

Auto-Scaling Infrastructure

Our AWS EC2 environment automatically scales horizontally based on traffic and workload, maintaining low latency and high throughput for verification requests.

Containerised Services:

Core verification and fraud detection components are deployed as Docker containers, managed by Kubernetes for efficient resource allocation, fault tolerance, and rapid recovery.

Load Balancing and Redundancy:

Requests are distributed across multiple nodes with built-in failover mechanisms to ensure uninterrupted service.

Parallel Processing:

Verifications and fraud checks are processed concurrently, enabling real-time responses for large batch operations or high-frequency API calls.

Monitoring and Alerting:

Integrated observability tools track performance metrics, system health, and anomaly detection to proactively manage spikes and potential bottlenecks.

This architecture allows GBG to support enterprise-grade verification volumes with consistent reliability, speed, and security.

Global Scalability by Design

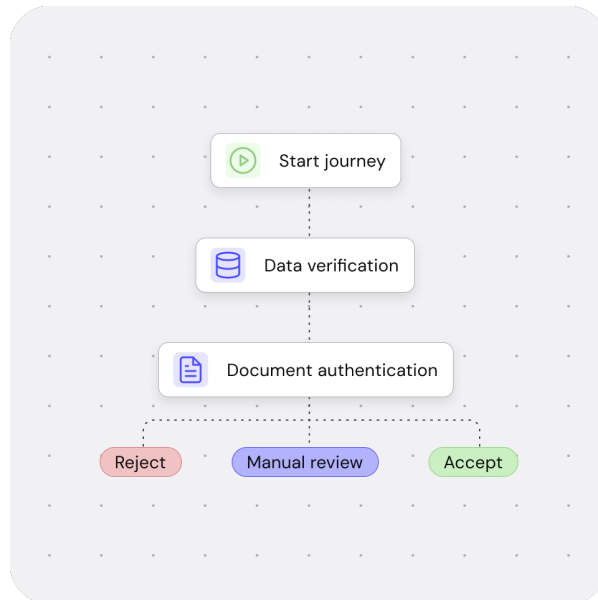
GBG's cloud-native architecture, deployed on auto-scaling AWS EC2 instances and Kubernetes-orchestrated Docker containers, ensures the platform can dynamically adjust to growing demand across geographies.

Whether onboarding thousands of users in a new region or handling seasonal spikes, the infrastructure automatically scales to maintain performance and reliability.

Modular and Configurable Workflows

Customers can tailor verification workflows to meet local compliance, risk thresholds, and user experience expectations.

GBG supports multi-language interfaces, regional document types, and country-specific fraud signals, making it easy to localise without rebuilding core systems.



Secure, High-Volume Processing

The platform handles millions of verifications and fraud checks daily, with built-in load balancing, parallel processing, and real-time monitoring.

Data is transferred securely using encrypted protocols, ensuring compliance with international data protection standards like GDPR and ISO 27001.

Future-Proof Growth

As customers grow, GBG's flexible APIs and portal-based configuration allow for rapid deployment in new markets without infrastructure bottlenecks.

Integration with third-party data sources and identity registries supports expansion into regions with unique verification needs.

GBG's platform doesn't just scale, it adapts, localises, and performs under pressure.

GBG's identity verification processes, including IDV, document review, and biometric checks, typically complete within seconds to a few minutes, depending on the method and complexity.

Identity Document Verification (IDV):

GBG uses smart capture technology and a global library of over 8,500 government-issued IDs from 195 countries. This enables rapid validation of ID authenticity and ownership.

Manual Document Review:

Automated document checks include fraud detection (e.g., tampering, deepfake injection) and compliance validation. Manual review may take longer depending on the complexity and jurisdiction.

Identity Data Checks (KYC, Fraud, Compliance, Risk):

GBG's Identity checks are designed to help our customers meet regulatory and risk-based approaches by Identifying individuals, reducing the risk surrounding the application and making sure that compliance needs are met as well as making the onboarding process as smooth as possible

Biometric Verification (Face Match, Liveness Detection):

GBG's biometric checks are designed to verify genuine presence and match facial features in real time. These are integrated with ID checks for seamless onboarding.



Disaster Recovery & Backup

As part of its ISO27001 accreditation, GBG maintains a Business Continuity Management System (BCMS) which includes Disaster Recovery Plan (DRP) for each system and data recovery.

Disaster Recovery and failover testing are performed at least annually and the results are documented to assess the effectiveness of the process. An incident management training program is in place to promote incident response plan awareness.

In the event of an incident the Internal Communications team are responsible for all communications both internally and externally. They would prepare the messages and customer Account Managers would distribute statements to customers impacted by the incident.

Implementation

The emphasis and underlying principle of GBG's implementation strategy is to be customer-focused and to provide an excellent best-in-class experience. From initiation, the better we understand the users objectives, challenges and limitations, the more responsive we can be to use our experience to add more value. This is a strategy that has seen GBG successfully implement and deliver on time with a range of global gaming platform providers, as well as Fortune 500 customers such as Moody's.

From previous experience we recognise the importance of transitioning from tender to fully operational solution, on time and within budget. We also understand the challenges for customers of migrating from one supplier to another and have previous experience in carrying this out multiple times on a similar scale. Therefore, the Customer Service Manager, Implementation and Training managers required to deliver this project collectively write, review and sign off the commitments ensuring everyone is 100% aligned.

GBG will project manage the process and maintain scope documentation, tracking the progress of the project and management of each stage as well as a period of hypercare after Go live to make sure that users are achieving their desired results. Implementation of GBG products is straightforward and simple, with access being provided swiftly. Based on the requirements detailed, typically customers can have a live service within a matter 7 days, stretching to 1 month depending on the resource and testing the user requires.

Service Management Details

The service is planned to be available 24 hours a day, 7 days a week and 365 days a year. If there is a need for planned maintenance which will result in the service being unavailable for more than 1 hour, notification will be issued at least 2 weeks in advance.

Training

Training is provided by GBG's experienced Professional Services team, either online or in person at your offices. On-going support packages are also available. There is a support portal as well as training guides.

Details of any trial service available

Time-limited trials of the solution are available upon request. There is a pilot site available which can be used to test integration, configuration and usage.