



Service Definition for GBG Investigate

G-Cloud 15

Version 1.0 | January 2026

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Service Summary

Description

GBG Investigate is a tracing and intelligence-gathering tool for public sector organisations that need to identify individuals for investigation and prevention of crime.

Award winning GBG Investigate offers a Data as a Service (DaaS) delivery platform with over 1 billion data assets, linking people, places and business. We can gain greater insights into people and their behaviours whilst linking back to the largest independent source of data available. GBG Investigate opens up the true meaning of individual profiles by combining offline and online within one DaaS platform.

The product is already widely used in several Government agencies including HMRC, The Home Office and several Criminal Justice organisations including many police forces.

Key Features

- Intuitive user interface and search tools.
- Remote access 24/7.
- Largest view of UK population data, dating back 18 years.
- Consolidates multiple data sources to a single view of individuals.
- Returns results in sub-second speed.
- Links individuals together through shared data such as email addresses.
- Shows neighbours and cohabitantes of an individual with contact information.
- Validate telephone numbers and email addresses to confirm if live.
- Locates individuals at new and previous addresses, and businesses.

Service Benefits

- Prevent fraud and criminal activity.
- Locate and contact individuals quickly and responsibly.
- Find connections between individuals that other sources may not find.
- Quickly build a picture of an individual and their connections.
- Reduce workforce training and keystrokes to improve efficiency.
- Search a wealth of information on the UK Population.
- Confirm an individual's status (e.g. deceased, gone away, living as stated).
- Build a behavioural profile of people, places and businesses.

Delivery Mechanism / Platform

The Investigate platform provides multiple delivery mechanisms; an automated batch processing through managed services, an API and a single, easy to use, user interface for deep dive investigations.

Integration / On-boarding

Username and passwords will usually be issued within 48 hours of order completion and once issued, instant access to the service is available.

If the solution is to be integrated into an existing solution via web services such as case management tools, support can be provided, and sample code and documentation is available for API integration.

A skilled and knowledgeable training team is available for continuous product education, on-site training delivery and 'train a trainer' sessions where needed.

Commercial Considerations

The pricing document details individual service options and their prices. Pricing will be dependent upon factors such as datasets required, number of licensed users required, usage volumes.

Functionality

Summary of Functions

The following table outlines the various functions available and their use:

Functionality	Description	How it can be used
Welcome/Home Screen	Allows user to quickly enter details for an individual, business, address or contact information.	Quick and effective data input.
Easy to View Search Results	Listed results displaying data sources – Edited electoral Roll, Companies House, deceased etc. Any PII Data and co occupants.	Allows easy identification of individual being investigated. Provides confidence in how the data has been sourced.
Interactive Graph	Displays a wealth of information for an individual, address or Business.	Provides a quick and easy view to identify links
Righthand Rail	Provides access to additional data sets not displayed in the interactive graph.	Provides further information regarding an individual's finances, deceased records when assessing the risk of an individual. Provides further information for property details, land registry information for example
Define Data Sets to use	Users can refine their search by choosing to filter out data including historic electoral roll, business, and deceased as examples	Helps users get more targeted results.
Contact Information Search (reverse Searching)	Allows the user to input a telephone number or email address and search against GBG's PII database.	Helps to identify names and addresses linked to a telephone number or email address. Also helps to link individuals between multiple addresses.
Live landline and mobile validation	Allows user to validate a landline or mobile telephone number in real-time	Helps user to understand if a telephone number is live and can be connected to. For mobile telephone numbers can also identify registered network, registered country, and current network provider.

Email Validation	Confirm if an email address is valid and deliverable	Gives you confidence in the validity of an email address.
Business Name Searching	Allows user to search for organisation names or Company Registration Number	Includes executive names, financial information, Significant Person of Interest. Active or dissolved Status. This can help users link individuals to a business.
Partial/Wildcard Searching	Allows the user to input partial data to return results e.g. kat* to return the name Katy, Kate, Katie	Helps where a user is unsure of spellings of names or addresses or to widen the search e.g. a postcode area
Might Be	Automatically searches for the same forename and surname throughout the UK.	Helps the user identify possible individual matches at different locations or change of name for example IE Maiden Names.
Dual Name Searching	Allows the user to input two forenames and surnames.	Helps the user return more targeted results. This can be useful where the user doesn't have an address for an individual or is trying to make a link between two individuals.
Google Maps	Integrated Google Maps search.	Allows the user to see the location of a property on a map, as well as use Google street maps to see a photographic view of the address
Land Registry Property Ownership	A live web service that allows the user to confirm if an individual is the owner of a property and whether it is a sole, joint, or Multiple ownership.	Helps confirm an individual's assets and residential status. Also helps link cohabitants of a property if it is jointly owned
Title Register	A live web service that allows the user to confirm who is the owner of a property.	Download capability displaying full ownership details for a property. Lease Hold or Freehold. Helps to confirm an individual's assets.
Shortest Path	Allows the user to identify links between individuals	Selecting a node as the starting point this functionality provides a view of the shortest path to an individual/business
Saved Graphs	The ability to save an investigation	Allows the user to return to previous saved searches (graph) for review or to continue their investigation
Export	Export the information found	Allows the user to export the information into a CSV or a PDF of the graph

System Requirements

The following is the minimum recommended system specification:

Hardware

Any device that will run the latest version of Mozilla Firefox Chrome. Chrome is recommended.

Software

- Operating System: Microsoft Windows 7, 8, 10 and 11.
- Web Browser: We recommend using Chrome to access GBG Investigate. However, our Helpdesk will also provide support for Firefox and Edge. GBG Investigate is also compatible with EDGE.

Internet Connection

Users are responsible for their own connections to the Internet using a Modem or one of the ranges of Broadband services available.

Assumed User Experience

It is assumed that users have significant previous experience in browsing the Internet.

Security

The system uses HTTPS with TLS1.2 or above support, ensuring secure data delivery via the internet. If a user's connection times-out or they log out, they will have re-authenticated before they can use the service.

Please ensure your organisation's infrastructure can access https type connections. You may need to talk to your IT support team to ensure firewalls and other security systems permit access.

The hosting site will be subject to regular penetration tests, physical security (e.g., CCTV and 24 hours on site security personnel) and personnel restrictions etc. It is also likely that the services will only be available to restricted IP addresses.

The processes and physical measures in place to ensure the security of the datacentres has been subject to a successful audit for compliance with ISO27001.

Support

Helpdesk

GBG operates a client facing Helpdesk whose responsibility is the management and resolution of all issues arising from the use of the service, from product usage queries to technical support.

The GBG Helpdesk is trained to a level which will handle all administrative issues such as the re-setting of passwords and other usage or results queries. They are also able to help with the diagnosis and resolution of several technical issues and are supported by a team of both Professional Services support staff and technical specialists.

GBG uses the Service Module of Microsoft Dynamics CRM for the recording of all cases raised either internally or externally. GBG can log, monitor, close and report on individual cases, related cases and issues effecting specific products or services.

Calls or e-mails to the Helpdesk can be received by any of the operatives, and once assigned are seen through to resolution by that operative where possible. Due to the nature of the case management system, incidents can easily be adopted by alternate personnel as all activities and responses are recorded, however, every effort is made to maintain consistent incident ownership.

Incidents will be managed to resolution from the initial call or e-mail being received (incident Start time) and measured for SLA purposes from start time to close time. Closure will be recorded as the time confirmation of closure is emailed to the Helpdesk, assuming that confirmation of the closure is received from the incident originator. If closure is not confirmed, the call will be re-opened, and timing will continue from the original start time.

GBG has a proven system of categorising incidents, each carrying its own levels of response, fix and resolution times:

Service Level	Target Times	Impact	Progress Updates
Priority 1 faults	80% of faults cleared within 4 hours of GBG's acknowledgement of the fault.	The Service is not operational or is inaccessible.	1 hourly basis or as otherwise agreed during Working Hours.
Priority 2 faults	80% of faults cleared by the end of the next Working Day of GBG's acknowledgement of the fault	Service is degraded; a marked increase in time to access the Service. A problem causing significant reduction in functionality.	On an 8-hourly basis during Working Hours.
Priority 3 faults	80% of faults cleared within 5 Working Days of GBG's acknowledgement of the fault.	The Service is experiencing minor problems but is functioning substantially.	Every 3 days during Working Hours
Priority 4 faults	Fix available in the next release of the software	Minor problem with the Service but does not impact the Customer's use of the Service.	On resolution of the fault or problem during Working Hours

GBG's Helpdesk is available 08:00-20:00, 7 days per week (excluding Christmas Day).

The number to call is 01244 657 321

About GBG

With a rich heritage of more than 30 years, offices in 18 locations worldwide and more than 1,000 employees globally, GBG proudly stands as the global technology specialist in fraud, location and identity data intelligence. We are positioned to support your business challenges and enable customer growth by protecting companies and governments to fight fraud and cybercrime, lower cost of compliance and improve customer digital onboarding experience in today's digital economy.

Our unparalleled access to identity data

We use deeply embedded partnerships to access an unparalleled breadth of data. To develop products from this data we maintain a dialogue with clients about the problems they need help with. We then invest in our own R&D whilst constantly scanning the market for acquisition opportunities.

GBG Investigate is part of the GBG suite of identity data intelligence solutions

Fraud

Our products in the fraud realm can monitor customer behaviour, check against contact data and bank details and trace and detect the location, activities and details of individuals who are actively committing fraud.

Identity

We can verify the identities of over 4.4 billion citizens globally, that's 57% of the world's total population. Which means we can help you identify your genuine customers and highlight the potential fraudsters. We can do this wherever you, or they, are in the world.

Location

Address data is a vital component of just about any online, customer facing business. Whether you need to validate addresses for delivery, append listings to geocoding data, cleanse address data to keep records up to date or a combination of these and many other requirements, Loqate can offer a solution mapped exactly to those needs.

Fraud, Risk & Compliance

We help organisations to protect themselves and their customers against fraud and financial loss, and to adhere to regulations.

Customer & Location Intelligence

We help organisations to improve customer experience by knowing more about who and where their customers are.