Service Definition for Investigate Error & Fraud

G-Cloud 15

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Service Summary

GBG Investigate Error and Fraud Service is a batch service that allows government organisations to assess individuals for potential risk of fraudulent activities.

This is achieved by aggregating multiple data sources, using sophisticated configurable risk scoring tools and data matching capabilities. By combining information from multiple sources, additional insight is realised that enhances the understanding of an individual's identity, household composition, financial position/dependencies and links to other individuals and addresses.

The service ensures that information declared is accurate in order for government departments to award the correct level of support to the individual.

The service provides:

- Batch file processing facility.
- Bespoke configurable risk scoring.
- Ability to reduce unnecessary customer contact.
- Prioritisation and optimisation of workflow activities.
- Reduction in manual assessment creating operational efficiencies.
- Maintenance of the data source.
- Secure dedicated environment.
- Reporting Dashboard.
- Data sources and processes that are GDPR compliant.
- Exempted credit searching.
- Change of circumstances (Alerts)

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Service Elements

Component	Description of what is included
Infrastructure	Ring-fenced dedicated environment that is securely maintained and updated. Regular backups of business-critical processes. All processing and analytical technology deployed are hosted, updated and maintained.
On-going Management and Process	Dedicated specialist team with extensive experience of working with Government data. • File management process. • Frequent batch files. • Data file updates from third-party sources. • Reporting suite. • Data transferred securely. • Quality Assurance. • Management of third-party data suppliers. • Regular face to face SLA meetings.
Risk Scores	Configurable risk scores are generated for each of the specific areas of check required.
Reduce False Positives	Reduce the time taken to assess checks where false positive scenarios occur including applications which there is no evidence of error or fraud.
Data	Best in class data is utilised to provide the necessary evidence to assess the claim across data types such as credit, address, personal identifiable information, negative data. Data will be agreed for the specific requirements.
Account Management	A dedicated specialist client manager will be allocated for ongoing communication to ensure the current service levels are met and that the contract is achieving the required goals.
Insight	Expert Analysts with experience of working with government data who can carry out tailored and sophisticated insight and segmentation projects.
Continuous Improvement	Regular innovation sessions to provide intelligence on how collectively the service and outcomes can be improved, e.g. new technology, tweak in business rules, new data sources, improved process/efficiencies.

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