Service Definition for Investigate Managed Services Data Provision

G-Cloud 15

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Service Summary

GBG Investigate can offer customers the ability to access data across multiple data types for cleansing and enhancing of data, consumed via Batch or API.

All data is GDPR compliant and is available across multiple options - One-off batch, Regular supply or Managed Service.

Data types include but not limited to:



The service provides:

- Specific data variables can be selected.
- GDPR compliant.
- Data Aggregation across billions of data items
- Data quality routines ensuring your data is up to date and correct
- Secure data transfer.
- All data has the correct privacy permissions for the use case defined.

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Service Elements

Component	Description of what is included
Set up	Dedicated team will be assigned to detail the specific data requirements and develop client specific business rules for aggregation, cleansing and enhancement.
Infrastructure	Dedicated cloud environment and support team.
On-going Management and Process	• Dedicated specialist support team. • Data file updates maintained on a daily, weekly and monthly basis. • Reporting as agreed. • Data transferred securely. • Quality Assurance provision • Management of third-party data suppliers. • Regular face to face SLA meetings.
Data	Agreed data variables will be provided on a scheduled basis, consumed across Batch or API.
Client Management	A dedicated Account Manager will be assigned for ongoing communication to ensure the current service is achieving the required goals and also to identify areas of improvement/innovation.
Insight	Expert Analysts can carry out tailored and sophisticated insight and segmentation projects.

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