Service Definition for Investigate Aggregated Single Business Universe

G-Cloud 15

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Service Summary

GBG Investigate single business universe aggregates multiple agreed data sources to build a single view of all GB organisations. The universe will hold master and variant records and will detail information relating to organisations including addresses, sites and contact details where available.

The universe has the capability to take in direct feeds from existing systems and process updated information via API to ensure the most accurate real time data is maintained within the universe.

The service provides:

- Aggregated view of all GB organisations.
- Ability to provide updated information.
- Ability to absorb new/updated information.
- Ability to ingest data from multiple sources.
- Configurable rules for data hierarchy.
- Maintains a history of change.
- Ability to roll back changes.
- Search facility via API into the universe.
- Ensures ‘best in class’ data sources are utilised from across the marketplace.
- Maintains the data sources to ensure recency of data.
- A secure and robust environment.
- Data sources which are GDPR compliant.
- The flexibility to tweak and improve business matching rules.

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Service Elements

Component	Description of what is included
Set up	Dedicated project management team including functional Architects to detail the specific requirements, develop client specific business rules, produce the technical documentation and provision of UAT support.
Infrastructure	Dedicated cloud environment and support team.
On-going Management and Process	• Dedicated specialist support team. • Data file updates from third-party sources. • Reporting as agreed. • Transfer data securely. • Quality Assurance. • Management of third-party data suppliers. • Regular face to face SLA meetings.
Update service	Data files received will be referenced against the universe to facilitate a match or append unique keys where the records are unknown.
Data	Agreed data files will be updated on a scheduled basis and included into the universe. Third-party data feeds can be introduced into the universe following a scoping exercise.
Client Management	A dedicated Customer Success 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 with the experience of working with business data who can carry out tailored and sophisticated insight and segmentation projects.

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