

Service Definition

G-Cloud 15 – Lot 2b
Cloud Software

BUSINESS DATA API SOLUTIONS
D&B Connect Integrations

PREPARED BY:
PublicSector@dnb.co.uk

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DUN & BRADSTREET LTD, THE POINT, 37 NORTH
WHARF RD, LONDON, W2 1AF

TEL - 0800 001234

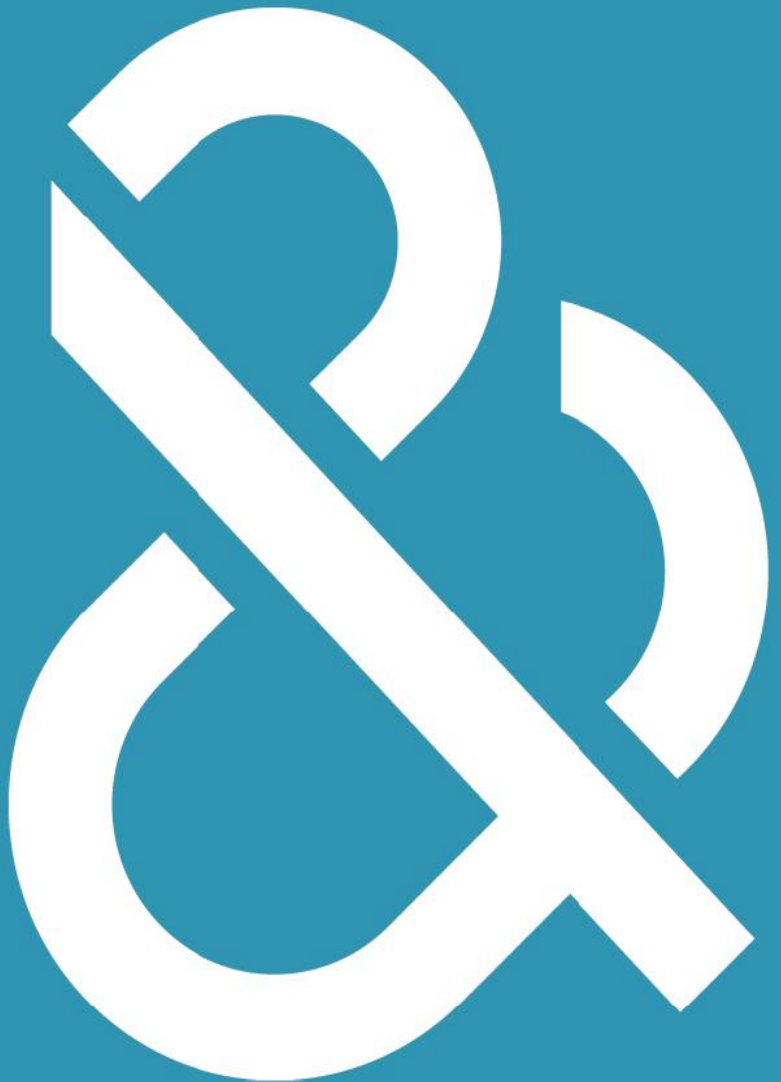


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PRODUCT OVERVIEW

D&B CONNECT INTEGRATION AND BATCH APPLICATION

Exposes the vast Dun & Bradstreet business database to you either as a connector to your systems such as Salesforce CRM or as a standalone solution for best in class data entity matching and resolution. With access to Dun & Bradstreet's global commercial data on more than 620 million companies worldwide, across 220 markets with 30,000 global data sources updated 5 million times per day, including: 3,000,000 corporate family trees, over 1B trade experiences, banking data, firmographics, social signals, business registrations, credit scores and ratings.

D&B Connect streamlines data management, matching and validating data against the Dun & Bradstreet Data Cloud. Create a single source of truth for all business data use cases such as suppliers and internal customer records across CRM, MDM, ERP and AP platforms, by leveraging the Master Data capabilities of the D&B Live Business Identity, anchored by the Dun & Bradstreet D-U-N-S® Number.

Use director and business contact data, firmographics, corporate linkage, financials, risk scores and predictive analysis for the foresight you need to uncover opportunities and evaluate risks.

Examples of where D&B Connect can help is given in the Table I.

TABLE I

Use Case	I want to...	So I can...	Success Metric
Entity/Company Match & Cleanse	Ensure company data is up-to-date and more complete with the information I need in my CRM/ERP	Create more consistent and accurate views on business data	% match rate # of duplicates identified # of records matched and/or cleansed
Entity/Company Data Enrichment	Increase account data completeness; help ensure I have the right company information on all business records and have visibility into the broader connections across CRM/ERP	Better ability to analyse business data and make decisions on how to manage and engage, as well as custom record enrichment workflows	% fill rate # of accounts enriched
Unify & Consolidate Accounts	Create a single view of my accounts/business records within the CRM and the systems/applications it powers.	Reduce internal conflict and confusion, while empowering stakeholders to make better decisions.	# or % of duplicates identified Reduction in data stewardship time
Discover & Manage Relationships	Discover and understand corporate relationships across customer/business records for growth, risk and other requirements	Empower stakeholders to understand wider business relationships across business accounts throughout a corporate family tree	# new relationships/targets discovered % reduction in records/complexity
Data Maintenance	Maintain the quality of my data regularly	Save time and resources on data maintenance and focus on strategic data activation	Frequency/recency of updates

FEATURES AND BENEFITS

FEATURES

- Access over 620 million Global business data records
- Pre-built API integrations to over 450 applications such as Snowflake
- Full business financial records, risk ratings, payment history and scores
- Including full business family trees, and ultimate beneficial ownership, (UBO)
- Identifying supply chain risk and credit risk
- GDPR compliant data attributes for compliance and due diligence needs
- Providing a consistent data structure across verified business entities
- Accredited for Cyber Essentials, ISO27001 and HeliOS FSQS and JOSCAR
- Year-round access with high availability: 24x7x365 at 99.9%
- Elastic on-demand capacity, automatically scaling to deliver high performance

BENEFITS

- On demand access to global business information whenever required
- Supports business transformation helping you to make informed business decisions
- Accelerating your due diligence and reducing costs of duplicate screenings
- Compatible for compliance, risk management and fraud detection use cases
- Auto-populate your systems with high quality and consistent business data
- The wealth of global data enables business process innovation
- Direct+ API enables a risk averse approach to business data
- Uninterrupted availability with consistent response times across peak periods
- Fast API response times support high and low transaction volumes
- The modern API enhances developer experience and reduces implementation costs

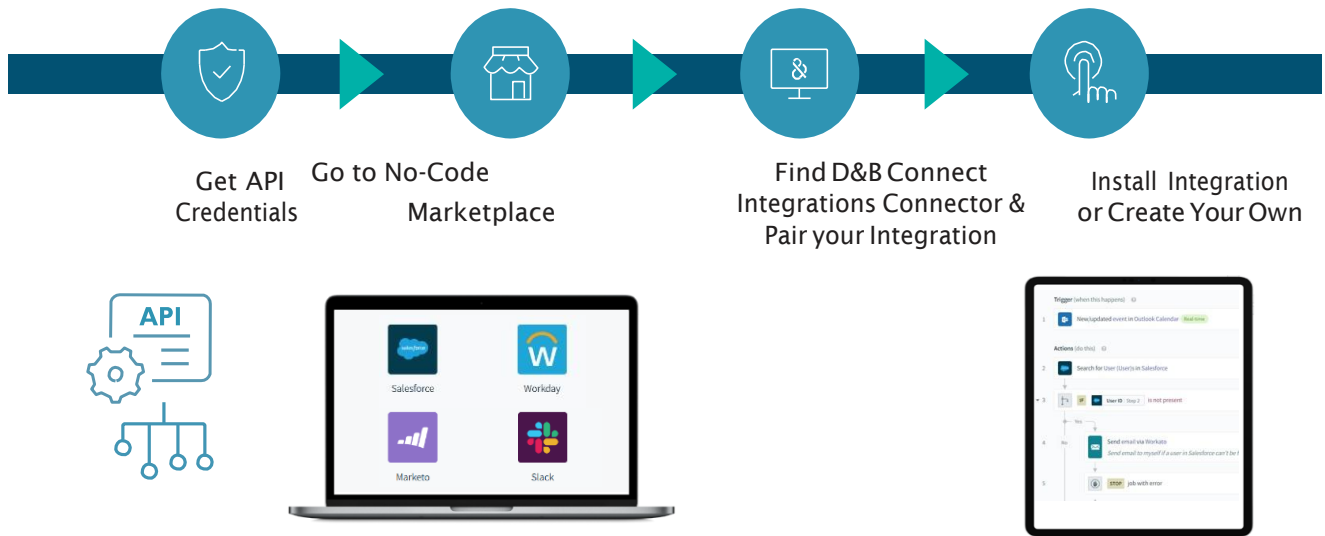
○ **REDUCE MANUAL PROCESSES** by automating the best matches directly into your system using our best-in-class, proprietary match algorithm.

○ **PRE-CONFIGURED “RECIPE” TEMPLATES** enrich your current data set from and into your system of choice.

○ **BUILT-IN INTEGRATIONS** let you easily plug your improved data into leading systems such as Salesforce CRM

○ **AVOID MAINTENANCE AND TYPICAL UPKEEP** required as systems evolve. D&B connect integrations decreases time-to-value of platform investments and reduces need for technical resource. D&B handles the system and data maintenance for you via the constant updates to the D&B live data cloud.

HOW IT WORKS



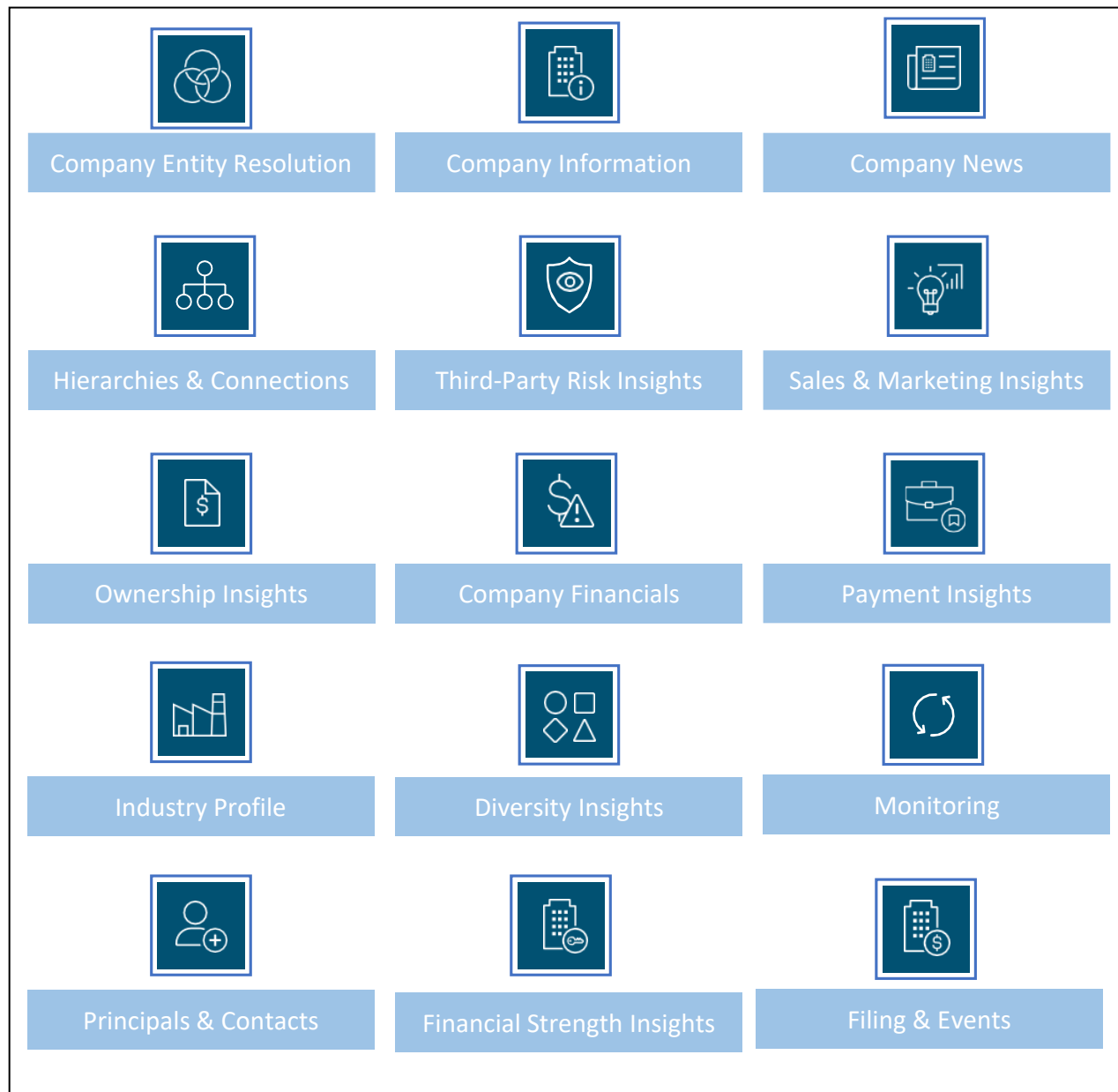
D&B Connect also supports sandbox environments, especially for Salesforce integrations. You can install and test D&B Connect for Salesforce in one or multiple Salesforce sandboxes.

For installation, there are separate links for production and sandbox environments. During onboarding.

Customisation includes the **Data Block Selection**: You can choose which D&B data blocks (e.g., Finance, Supply, Compliance, Master Data) to purchase and use, tailoring the enrichment to your business needs. **Custom Enrichment Configuration**: Select specific data elements within each data block to enrich your records, and configure which fields to append to your data. Also, **Integration Options**: Connect natively with Salesforce, and automate workflows.

Master Data Management: Use MDM as a Service to resolve duplicates and create trusted golden records using AI-driven entity clustering. **Custom Match Rules**: Save and reuse match configurations and templates for matching your data to D&B's database. **Custom Fields and Exclusions**: In Salesforce, you can add custom fields (like exclusion checkboxes) to control which records are processed. **Dashboards and Visuals**: Visualise and segment your data by various attributes (location, revenue, employee count, etc.) using customisable dashboards.

DATA TO INTEGRATE WITH



TECHNICAL REQUIREMENTS

Buyers need access to the internet, e.g., supported browsers to access the API documentation.

- Microsoft Edge
- Firefox
- Chrome
- Safari 9+

D&B Connect product documentation is provided in several ways - **Online Documentation Portal:** There is a dedicated online documentation site for D&B Connect, including API guides, FAQs, and product usage instructions. Example: [D&B Connect API Documentation](#). **Community and Support Articles:** The D&B Community site offers articles, setup guides, and feature explanations for D&B Connect. **In-Product Help:** Some documentation and help resources are accessible directly within the D&B Connect user interface. **Email and Welcome Guides:** New users receive setup instructions and links to documentation via email after product activation.

THE LEVELS OF DATA BACKUP AND RESTORE, AND DISASTER RECOVERY

Through continual assessments, D&B identifies potential threats and their impacts to the business, then develop plans for mitigation. Dun & Bradstreet has an established business continuity policy and program that creates actionable solutions with a focus on continuous improvement and business resiliency. Our business continuity and disaster recovery strategies and plans are developed to address events such as natural disasters (earthquakes, hurricanes, pandemics, etc.) and manmade disasters (political unrest, terrorism, etc.). Our plans follow industry best practices such as the Disaster Recovery Institute International and Business Continuity Institute guidelines and materially align to industry standards.

ONBOARDING AND IMPLEMENTATION

Onboarding and implementation are both simple, once a G-Cloud call-off contract is signed, upon the contract commencement date a User ID will be sent to the principal admin user for access to the solution with links to the D&B Online Learning Centre (see also “After sales support”). The admin user can then set-up and control all other users. In terms of offboarding at the end-of-contract, the User's credentials are expired and all access to the product is withdrawn.

SERVICE LEVELS

D&B strives to provide System Availability of 99% 24*7.

“Service Availability” means the availability of D&B services (not including any batch delivery) for access and use by customer over the internet, as a percentage of time in the applicable measurement period by subtracting aggregate downtime for the quarterly interval from the basis period and expressing the result as a percentage of the total basis period (i.e., availability % = ((basis period – aggregate downtime) / basis period) x 100). This availability % excludes unavailability that is due, in whole or in part, to any: (a) delay or failure of performance caused in whole or in part by customer's delay in performing, or failure to perform, any of its obligations under the customer's agreement; (b) customer's internet connectivity; (c) force majeure event; (d) failure, interruption, outage or other problem with any software, hardware, system, network, facility or other matter not supplied by D&B pursuant to this agreement; or (e) scheduled maintenance, which D&B will strive to provide advance notice to customers of.

ACCREDITATIONS

Established programme of ‘Currency to do Business’ to ‘Establish Trust & Confidence’ with our customers

This includes:

- ISO 27001 Certification
- ISO 27701 Certification
- ISO 14001 Certification
- Cyber Essentials Certification
- FCA Compliance
- Approved HELLIOS supplier
- Accredited supplier for Financial Services Qualification Scheme
- Accredited supplier for Aerospace, Defence, & Security Sector (JOSCAR)
- Full compliance with GDPR regulations
- Designated Credit Reference Agency

PRICING OVERVIEW

For full details of pricing, please see the separate pricing guide.

THE ORDERING AND INVOICING PROCESS

Once an order is signed User ID access and links to the D&B online Learning Centre will be issued, and an invoice will be raised, payments in advance, standard terms are 30 days payable after invoice.

HOW BUYERS OR SUPPLIERS CAN TERMINATE A CONTRACT

The notice period needed for Ending the Call-Off Contract is at least ninety (90) Working Days from the date of written notice for undisputed sums or at least thirty (30) days from the date of written notice for Ending without cause.

TRAINING

There is an customer portal and API site for use with the D&B products and services.

- Customers can choose how they learn based on their preferences.
- Live, regular interactive online courses
- On-demand video tutorials
- Download 'How to' user guides (PDF)
- Detailed product information
- Industry best practices
- View training progress through Learner Dashboards

D&B can host onsite training sessions when required as well as web based/virtual training sessions.

AFTERSALES SUPPORT

The D&B relationship manager and solution consultant will respond to any contractual and initial set up questions.

In conjunction the D&B Customer Service Team are a knowledgeable team of analysts who provide a helpful and professional service throughout the contract period. The team is available from 8.30-5.30, Monday through to Friday, and operates as multi-channel, allowing customers to get the answers as required:

- <https://europeancommunity.dnb.com/>
- Online Chat -which can be accessed from our products or our website <https://www.dnb.co.uk/>
- Telephone: 0845 145 1700

ETHICAL STANDARDS

Dun and Bradstreet take its responsibilities to its clients, suppliers, and the wider community extremely seriously. We aim to lead when it comes to being an ethical company and we are extremely proud that we have been voted as one of the most ethical companies by The Ethisphere Institute. We have also received a 100% score on the Human Rights Campaign Corporate Equality Index.

Our international locations achieved certification in Corporate Ethical Procurement and Supply from the Chartered Institute of Procurement and Supply (CIPS), reinforcing our commitment to third-party compliance and ethical procurement practices. This commitment to doing the right thing by our team is one of the many reasons that Dun & Bradstreet continues to be named amongst the best workplaces in multiple regions where we operate.

For a business to be selected as one of the world's most ethical companies, it must go above and beyond – not only promoting ethical business standards internally, but also exceeding minimum standards for legal compliance, and shaping future industry standards to introduce new best practices.

PRIVACY AND SECURITY

The Dun & Bradstreet Data Cloud provides insights on hundreds of millions of businesses. Some of the information in the Data Cloud may be classified as personal information under various laws such as information relating to an individual (e.g., a sole trader, a partnership, a company director, a beneficial owner, a trustee, a professional contact.) Data privacy information is available on the DNB.co.uk website or can be provided on request.

This privacy notice explains how we collect, share, and protect business information.

Maintaining the security and privacy of our clients' confidential data is one of our highest priorities. The security notice is also on the website and can be viewed or provided on request.

CODE OF CONDUCT- COMPLIANCE

Dun & Bradstreet maintains a Compliance Hotline and web-based reporting tool which are run by an independent company and are available 24/7, 365 days a year. If a team member chooses, they may remain completely anonymous when reporting any concerns or issues.

DO-GOOD

Through our Do-Good program, we support our employees in giving to the causes that mean the most to them by providing paid time off to volunteer and donation matching. Our annual Do-Good Week embodies our commitment to serve our communities. During this company-wide campaign, we join together to give our time and talents to charitable organisation where we live and work.

OUR COMMITMENT TO SUSTAINABLE OPERATIONS

Dun & Bradstreet uses its data and analytics to help companies grow their business and become better global corporate citizens. Our ideal is to create a triple bottom line – one in which our data and people are driving positive change across the globe for the planet, its people, as well as financial success.

These Guiding Principles demonstrate D&B's commitment to expand the influence of our business while responsibly mitigating our consumption and the impacts of our global operations. Looking to be a steward of the global environment and actively shape sustainable futures in the communities where we work and live:

- Engage with suppliers and vendors that use progressive and environmentally friendly products, materials, and technology to advance sustainability across the organisation.
- Adopt internal policies and best practices that – when combined with technology – enhance our energy efficiency and management, and resource conservation efforts.
- Create healthy workplaces that embrace published sustainability guidelines and promote recycling and responsible consumption.
- Foster a global workforce aligned with our corporate sustainability efforts and engaged in environmental projects and issues in their local areas.
- Comply with all applicable environmental laws and regulations wherever we do business.
- Set and monitor the progress of the company's sustainability efforts through the collection of key data and establishment of corporate objectives.
- Communicate with employees, customers, partners, suppliers, vendors, and environment focused organisation on the progress of our sustainability efforts and encourage their feedback.
- Continually explore new opportunities to save energy, water, and resources; generate less waste; and consume fewer natural resources.

ABOUT US

Dun & Bradstreet (D&B), is a global provider of business decisioning data and analytics, enabling companies around the world to improve their business performance. Dun & Bradstreet's Data Cloud fuels solutions and delivers insights that empower customers to accelerate revenue, lower cost, mitigate risk, and transform their businesses. Since 1841, governments and companies of every size have relied on Dun & Bradstreet to help them manage risk and reveal opportunity.

The Dun & Bradstreet Data Cloud delivers comprehensive business data and analytical insights: comprising over 620 million business records, curated from tens of thousands of sources, 10's millions of web sites and 375 million data elements monitored and updated each day.

Holding information on companies in over 200 countries, over the last two decades, D&B has created the largest partnership network in the industry - a truly global organisation, a top-tier technology infrastructure and a single, global quality process (DUNSRight™) to ensure our customers can enjoy the best quality of content, tools, and service around the world. The starting point of Live Business identity is the Dun & Bradstreet DUNS Number, a proprietary, unique 9-digit identifier for businesses that allows the tracking of a business and its related connections throughout the full lifecycle of that business.

D&B solutions meet a diverse set of global customer needs with 90% of the Fortune 500™, and companies of every size around the world, (including both local and central governmental agencies) relying on D&B's data for many purposes including:

- Finance, marketing & Risk
- Supply Management
- Compliance
- Master Data Management & Analytics
- Marketing & Sales
- Data intelligence

CONTACT DETAILS

Further information /ordering

Telephone: 0800 001234

Email: PublicSector@dnb.com