

Abavus Ltd

Address, People and Product Management

(Service Definition Document)

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Overview of Address, People and Product Management

Address, People & Product Management allows address, customer and product data to be stored, and managed centrally. Modules also enable federation with systems, as part of a wider MDM approach. This module suite is composed of:

- Address (NLPG/LLPG) Management
- People Data Management
- Product Data Management

MDM (Master Data Management) allows customer (people) and organisation data to be managed, used in daily operational activities and curated once and then federated with other systems, enabling a single customer view across all systems. Effective MDM allows Local Authorities to view customers with full context of all of the relevant information, services usage and interactions. The IT industry recognises several ways in which an MDM solution can be implemented. My Council Services offers four ways of using our MDM solution.

1. **Registration** – Retain master Customer and Reference data in operational systems; implement a central index/cross reference MDM system centrally and use federated queries to access master data.
2. **Consolidation** – Consolidate/copy master data from enterprise applications into the MDM and distribute this to downstream, consuming enterprise applications.
3. **Co-existence** – Consume master data created in master-data-relevant enterprise applications. De-duplicate, enrich and conflict-resolve centrally within the MDM. Implement two-way integration. Interface/publish changes to subscribing application consumers.
4. **Transactional/Centralised** – Create/author all master data centrally from the MDM and publish it out to consuming operational systems.

Our Master Data Management is designed to perform as a source of clean, complete, distinct and accurate customer data for the entire organisation. The primary functions of My Council Services MDM are:

- Consolidate & govern a unique, complete and accurate set of Master Customer information from across the enterprise.
- Track & maintain changes over time; enhance and deepen the context.
- Distribute this information as a single point of truth to all operational & analytical applications just in time

To accomplish this, My Council Services MDM is organised around five key areas with distinct capabilities under each area.

- Trusted Customer Data is held in a central MDM schema.
- Consolidation services manage movement of master data into the central store.
- Cleansing services de-duplicate, standardise and augment the master data.
- Governance services control access, retrieval, privacy, audit and change management rules.
- Sharing services include integration, web services, event propagation, and global standards-based synchronisation.

Master trusted customer data

My Council Services MDM is an advanced model to represent real world situations. It is able to master not only the customer profile attributes required in the front office but also those required by all applications and systems in the enterprise.

- Governance - Through roles and relationships the governance module is defined.
- My Council Services MDM provides support for managing the roles and hierarchical relationships not only within a master entity but also across master entities. In addition, My Council Services MDM also provides capabilities to view and store hierarchical history information of master records.
- Related and Child Data Entities and its Configuration
- My Council Services MDM is designed to store all related and child level customer entities such as Addresses, Related Organisations, Related Persons, Notes, Partners, Affiliations, Privacy and so on.

Consolidate

Customer data is distributed across the organisation. It is typically fragmented and duplicated across operational silos, resulting in an inability to provide a single, trusted customer profile to business consumers. It is often impossible to determine which version of the customer profile (in which system) is the most accurate and complete. The “Consolidate” pillar resolves this issue. My Council Services MDM solves this problem by delivering the rich set of interfaces, standards compliant services and processes necessary to consolidate customer information from across the enterprise. This allows the deploying organisation to implement a single consolidation point that spans multiple languages, data formats, integration modes, technologies and standards.

Cleanse

Centralising the management of customer data quality provides an end-to-end integrated data quality management functionality to analyse / profile the data, standardise and cleanse the data, match and de-duplicate the data and finally enrich the data to create the best version master record. The key capabilities of the Cleanse pillar include:

- **Govern** - data governance is a framework that specifies decision rights and accountability on the data and all data-related processes. In other words, this framework determines who can do what with which data fields, at what stage and under what circumstances. The “Govern” pillar in My Council Services MDM, enables users to “govern” master data across the enterprise using a few key capabilities that includes Data Governance Manager, Advanced Hierarchy Management, Policy & Privacy Management and a few others like analytical dashboards, enhanced stewardship and history and audit features.
- **Share** - Clean augmented quality master data in its own silo does not bring the potential advantages to the organisation. For MDM to be most effective, a modern SOA layer is needed to propagate the master data to the applications and expose the master data to the business processes. The share function in My Council Services MDM, provides capabilities to share the best version master data to the operational and analytical applications.

With continuous improvement and enhancement, we have made the My Council Services MDM architecture a hugely capable application platform for deploying customer centric solutions. The My Council Services MDM platform comes with a few major characteristics that truly make it the leader in MDM platform.

Configuration and customisation options

The My Council Services platform has also been designed for rapid configuration and customisation, with broad extensibility in mind. The application suite is defined using configuration, and the resulting metadata is stored in a central repository. This metadata includes the business model, allowing entities to be extended, and new objects and entities to be created and linked to those objects already in existence. A major advantage of this approach is that application upgrades are simpler to undertake and to deploy.

Modularity and flexibility

MDM implementations range from lightweight registries to robust, persistent masters able to manage and store not only the core customer profile but also to provide a centralised single view of child entities associated with the customer. My Council Services MDM is designed in a modular fashion allowing a deploying organisation the flexibility to deploy anywhere from a lightweight registry to a robust persistent hub with associated child entities.

Service-oriented architecture

The architecture and platform was designed from the outset to be object based, service oriented; and metadata driven. Building on this architectural platform, we provide a rich set of prebuilt MDM services, together with a set of adapters to support the most common integration technologies.

Deployment choices

Organisations have varying requirements when it comes to choosing how to deploy a MDM solution. Many organisations will deploy a stand-alone MDM Hub that is integrated to all other applications. My Council Services MDM supports this “stand alone” deployment mode.

Finally, as “Cloud” based approaches have evolved, the option of having My Council Services MDM has also evolved in optional offerings as a hosted or subscription-based as-a-service platform.

Generic Master Data Management & Mapping Utility

This tool allows business users to define grid web based eForms to allow data mappings. The utility can be configured and used without the need of an IT technical resource. The platform allows the following cardinality when mapping data: one-to-many, many-to-one, or many-to-many.

Your organisation's mapping data can be made available via web services for real time consumption or in CSV/delimited format for consumption in batch mode. Furthermore, this utility allows business to create various other master data sets, such as list of Values & Data Hierarchy. The data hierarchy can be used by the enterprise Business Intelligence reporting layer of the business for reporting needs. The data sets created and managed by the business users are presented via web services & cloud hosted ETL to the business.

Service Features

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Service Benefits

- Deliver a comprehensive single customer view of your organisation
- Rapid to implement MDM using contemporary approaches
- Get a complete picture of what customers really use and require
- Enable the application of analysis to understand and model demand
- Provide insight for long term planning and policy development

Client services, setup and onboarding

When UK public sector organisations adopt this module as part of a commercial subscription, Abavus will fully support clients through a documented and straightforward onboarding process. Elapsed time for onboarding is usually 6-8 weeks. These times can vary based on client-specific circumstances and requirements.

Hosted service maintenance windows and other constraints

Abavus warrants that (i) the Service will operate in all material respects at least in accordance with the applicable Feature Listing as of the Subscription Start Date, and (ii) the Service will be available to customers for normal use for at least 99.97% of the time each quarter, excluding any downtime during a Standard Maintenance Window. In the event of any breach of the warranties under the contract, Abavus' sole and exclusive responsibility shall be for Abavus to make all reasonable efforts to have any reported failure of the Service causing a breach of this warranty corrected as soon as practical. However, if within 10 business days, such defects are not corrected, then Customer's sole and exclusive remedy shall be to terminate this Agreement and to receive a refund of the prepaid fees. Please refer to our Hosted Services Agreement for further information.

Service level agreement for support

There is a comprehensive customer support service level associated with the delivery of My Council Services, providing support consisting of telephone help desk or online support to the Customer's two designated support contacts. Please refer to our Standard Support Protocol.

Delivery of service, and information assurance and security

The target Impact Level (IL) of My Council Services is IL3 to hold and process information. My Council Services does not currently hold IL accreditation. We hold ISO 27001 and Cyber Essentials Plus accreditations.

Training

Training can be provided and is charged separately. Details of pricing for training are provided in the Skills Framework rate card. Training can be delivered on the client's premises, and can be further supported by remote web-based refresher and support sessions. All training resources are UK-based and available to come onsite.

Ordering and invoicing process

Orders can be placed by means of the client organisation's official purchase authorisation number or procurement approval. Alternatively, completion of the Abavus "Purchase Authorisation Schedule" (the ordering documents representing the initial purchase of the Service as well as any renewals, or subsequent purchases agreed to between the parties in writing from time to time that are executed). Payment terms are net 30 days, accepted by BACS transfer (preferred) or cheque.

Minimum contract term, and termination terms

Minimum contract term is 12 months. A party may terminate this Agreement for cause: (i) upon thirty (30) days written notice of a material breach to the other party, provided such breach remains uncured at the expiration of the notice period; or (ii) if the other party becomes the subject of a petition in bankruptcy or any other proceeding relating to insolvency, receivership, liquidation or assignment for the benefit of creditors.

Technical requirements and integration

There are no specific local technical requirements regarding hardware, and there is zero client footprint in terms of normal service usage and access to standard and extended functionality. When integrating My Council Services with other third-party applications (e.g. CRM tools), or other back-office tools (e.g. open standards), Web Services are the preferred approach. For guidance, a standard integration using Web Services to a third-party application would enable a dynamic two-way data exchange between My Council Services to a third-party application. A standard integration and its delivery components offer:

- Access to our full set of Web Services, fully supported by Abavus.
- Development of a mutually agreed functional specification, defining how the integration will work between My Council Services and your chosen third-party.
- Any reasonable/required additions to our Web Services allowing the integration to meet requirements. We agree any required changes with the client in conjunction with our technical team as part of the functional specification.
- Remote technical project support from our technical team for your internal technical resources, to ensure integration is completed successfully.

Note: The standard Web Services integration does not include onsite technical consulting/development activity, or custom changes/additions to core functionality. These services can be provided, with pricing based on specific requirements.