



# iFB

**I N T E C**  
**FOR BUSINESS**

**SOFTWARE SOLUTIONS PROVIDER**

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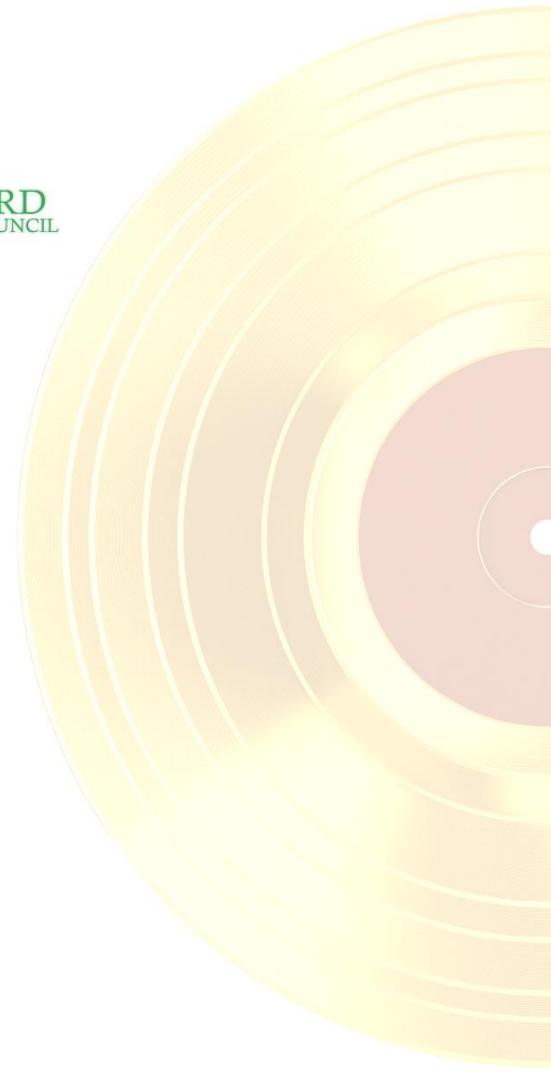


## Introduction

- **The Ultimate Goal in Data Analytics a “Golden Record”**
- IGRIS – (INTEC’s Golden Record Intelligence Solution)
- Being developed in conjunction with Ashford Borough Council
- Using our proven record in single view of customer and analytics
- Includes secure customer validation of data
- Digitally enabling council services
- Improving the customer experience and cleansing your data
- Combatting fraud and error within your authority

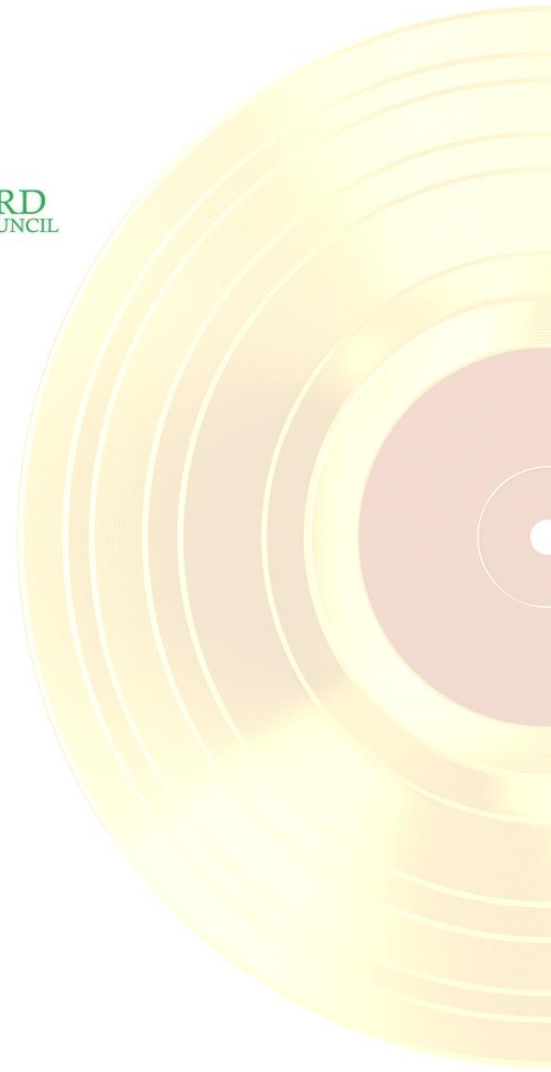
## INTEC's proven background in data matching

- InSearch Benefits
- InSearch Intelligence
- IDIS – Single View of Debt
- IDIS – Single View of Customer/Fraud
  - Over 24 contracts across the UK
  - Covering 68 different organisations
- **IGRIS – Golden Record**
- In the past 12 months:
  - Accessed over 58,000 times
  - 960+ files uploaded
  - 16.8+ million records uploaded
  - 105,000+ credit checks ran
  - 350+ campaigns run
  - £Millions in savings



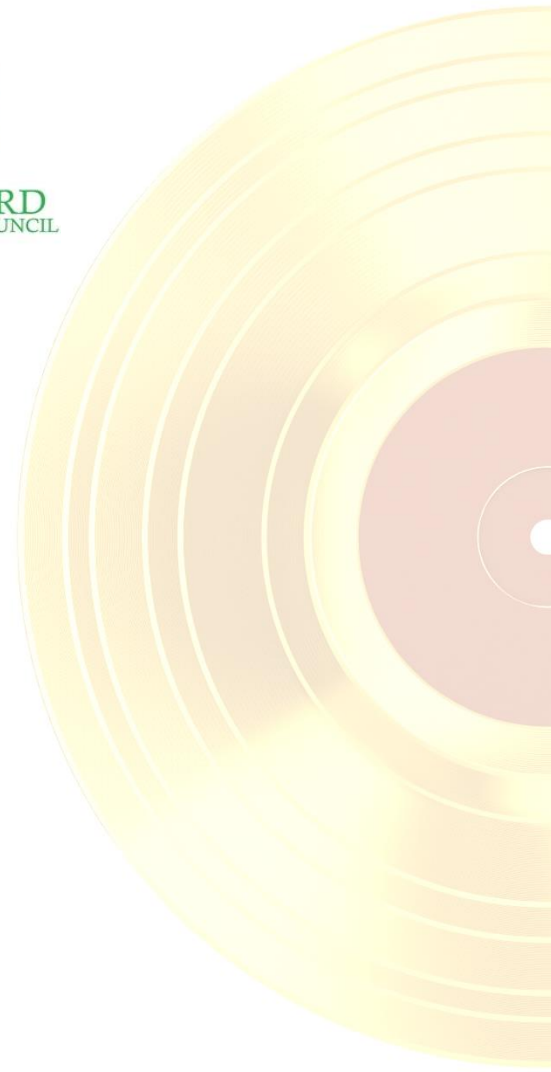
## Working with Ashford BC

- Ashford Borough Council's vision
  - Digitally enable services
  - Improved Customer Relations
  - Reduced processing times and transaction costs
  - A reduction in avoidable contact
  - Increase revenue and reduce error in the systems
  - Better support business decisions
  - Closer management of regulatory risk
- Why chose INTEC?
  - Considerable data matching experience over 20 years
  - INTEC share Ashford Borough Council's vision
  - *"Pleasure working with a creative team, driven to develop new innovative solutions"*



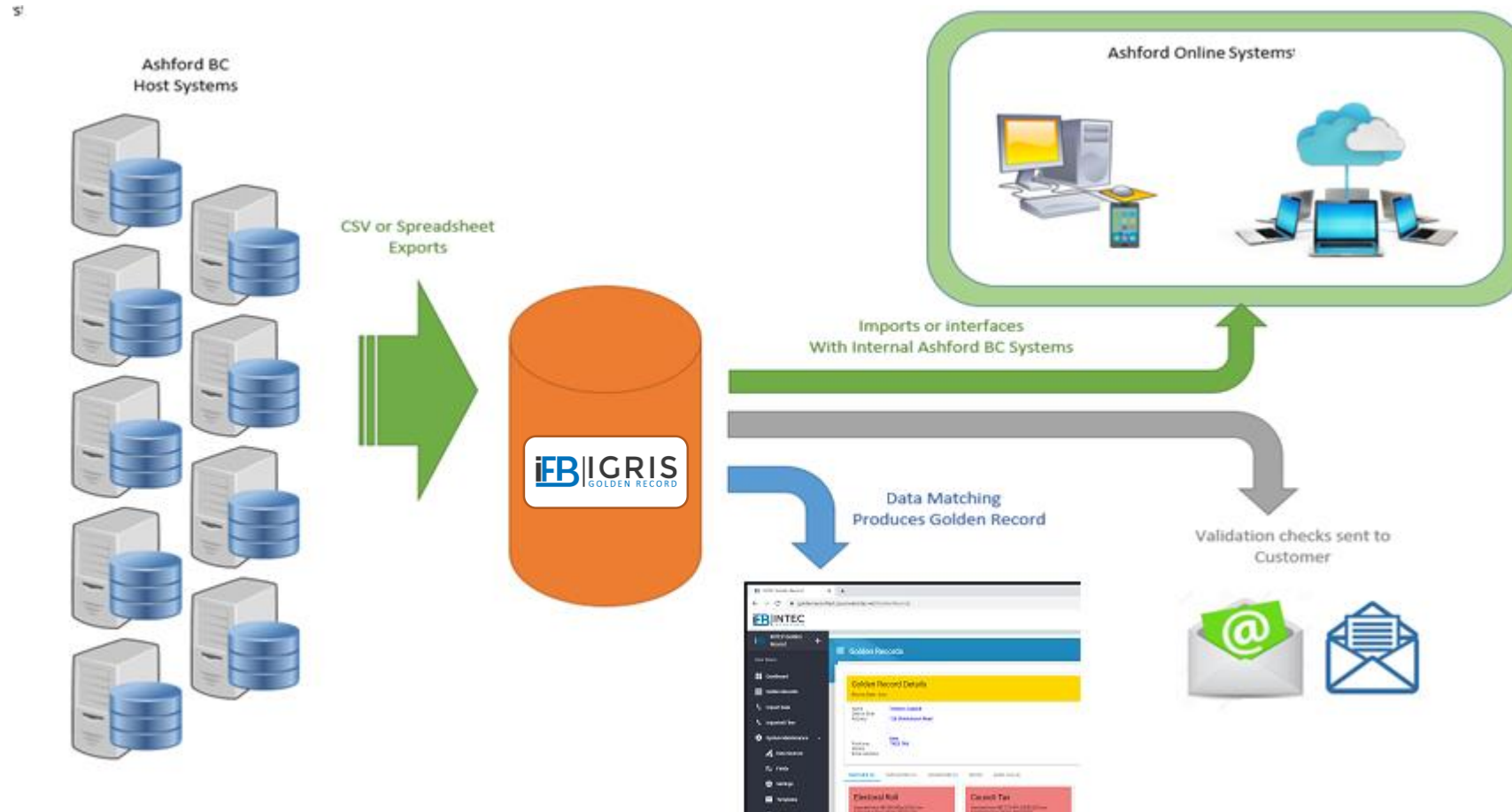
## Single View of Customer V Golden Record

- Is there any difference between the two?
- Have the terms become interchangeable?
- They both involve data matching and merge data
  - People
  - Addresses
  - Organisations
- The Golden Record, takes the work done by a Single View system gives the user the ability to
  - Cleanse, consolidate and validate the data
  - Giving you the Golden Record



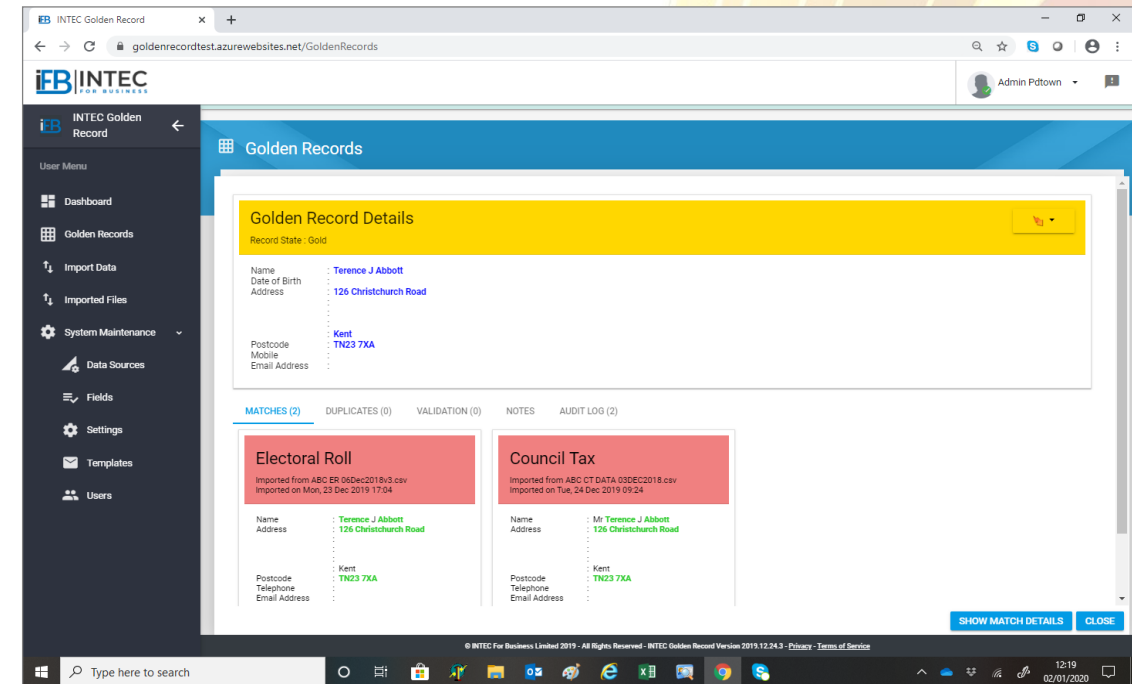


## So how will it work?



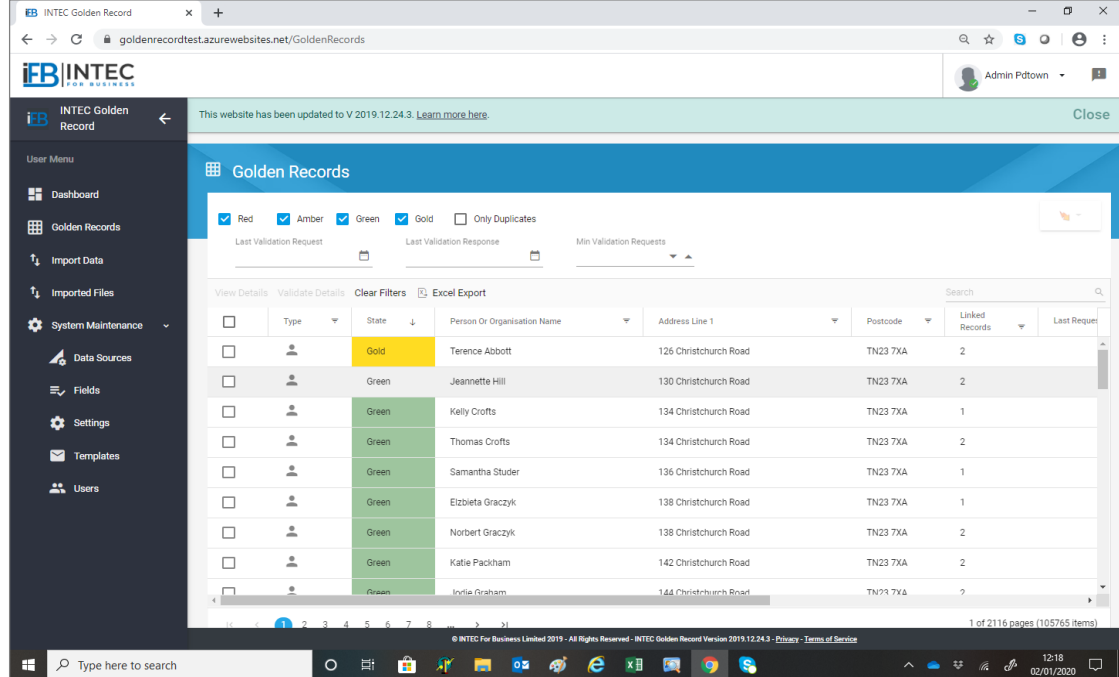
## So how will it work?

- IGRIS will take imports from any data source within the authority
- It will then carry out matches based on People, Organisations and Address
- These matches will be categorised as:
  - **Green** This is a good quality match to the Golden Record
  - **Amber** This is a fair quality match to the Golden Record
  - **Red** This is a tenuous match to the Golden Record
- The users will then decide at which point they release the Golden Record to the customer for validation



## So how will it work?

- The Golden Record itself will have one of the following status;
  - **Gold** All fields in the Golden Record have been validated.
  - **Green** There are no conflicts between the source and GR
  - **Amber** There are conflicts in awaiting customer validation
  - **Red** There are conflicts that have not been sent validation.
  - **Disputed** Customer indicated the validation sent in error
- The ultimate goal will be to have a system where all records are **Gold**

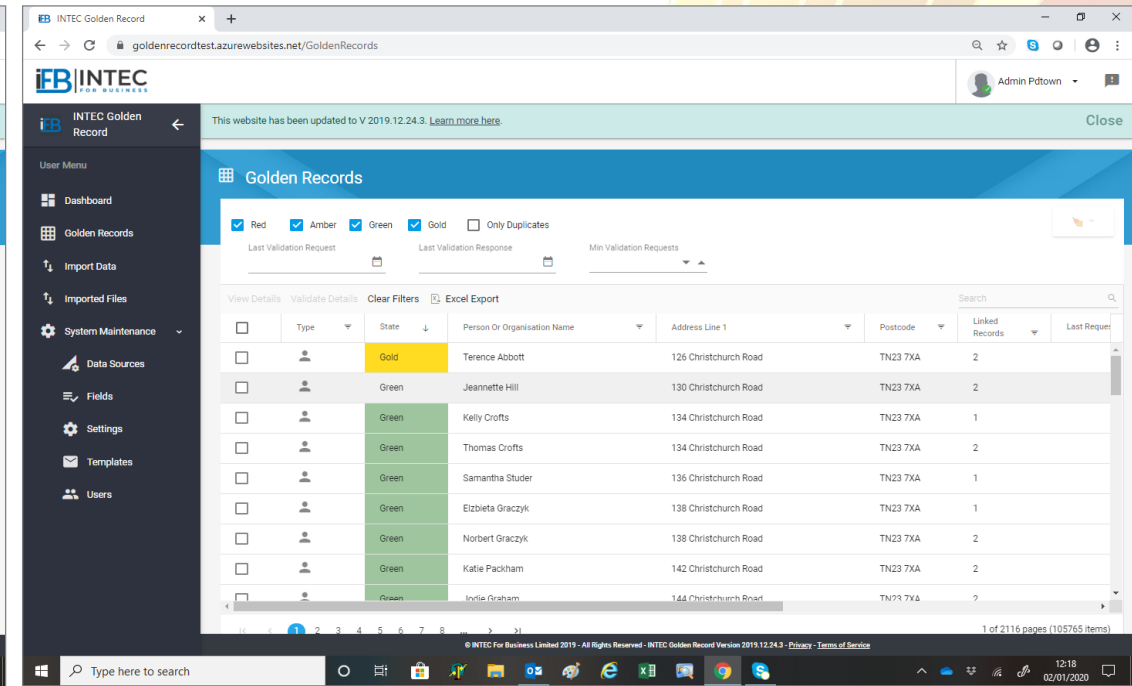
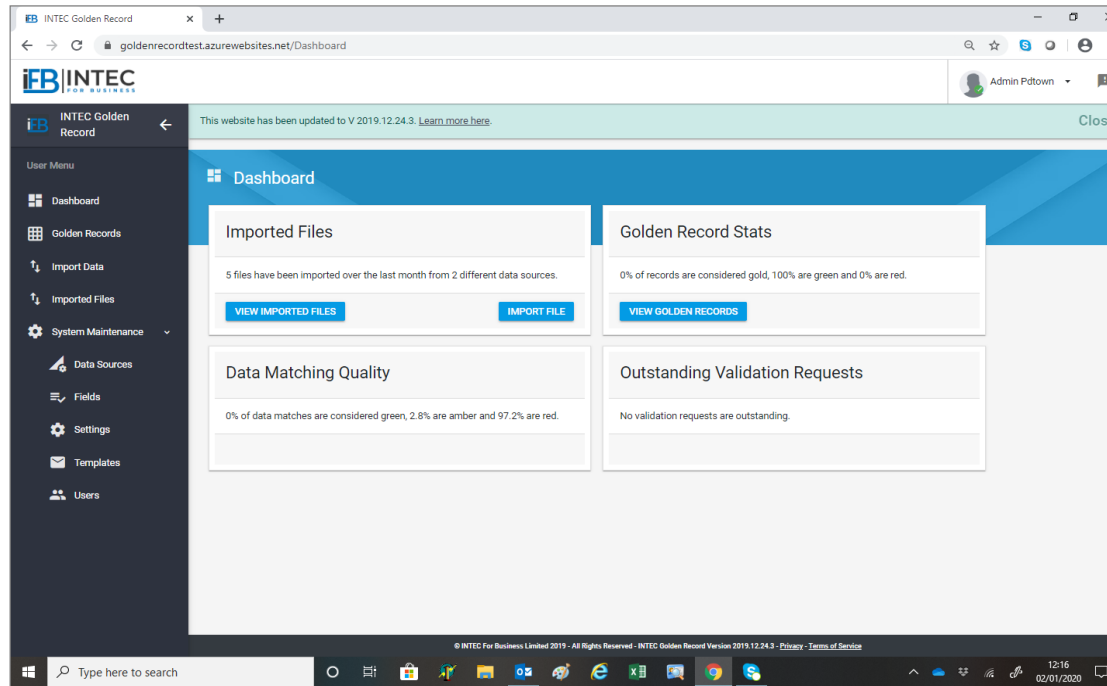


The screenshot shows the 'INTEC Golden Record' web application. The interface includes a sidebar menu with options like Dashboard, Golden Records, Import Data, and System Maintenance. The main area displays a table of 'Golden Records' with columns for Type, State, Person Or Organisation Name, Address Line 1, Postcode, Linked Records, and Last Request. The table shows several records, with the first one highlighted in yellow (Gold status).

Type	State	Person Or Organisation Name	Address Line 1	Postcode	Linked Records	Last Request
Person	Gold	Terence Abbott	126 Christchurch Road	TN23 7XA	2	
Person	Green	Jeannette Hill	130 Christchurch Road	TN23 7XA	2	
Person	Green	Kelly Crofts	134 Christchurch Road	TN23 7XA	1	
Person	Green	Thomas Crofts	134 Christchurch Road	TN23 7XA	2	
Person	Green	Samantha Studer	136 Christchurch Road	TN23 7XA	1	
Person	Green	Elzbieta Graczyk	138 Christchurch Road	TN23 7XA	1	
Person	Green	Norbert Graczyk	138 Christchurch Road	TN23 7XA	2	
Person	Green	Katie Packham	142 Christchurch Road	TN23 7XA	2	
Person	Green	India Graham	144 Christchurch Road	TN23 7XA	2	



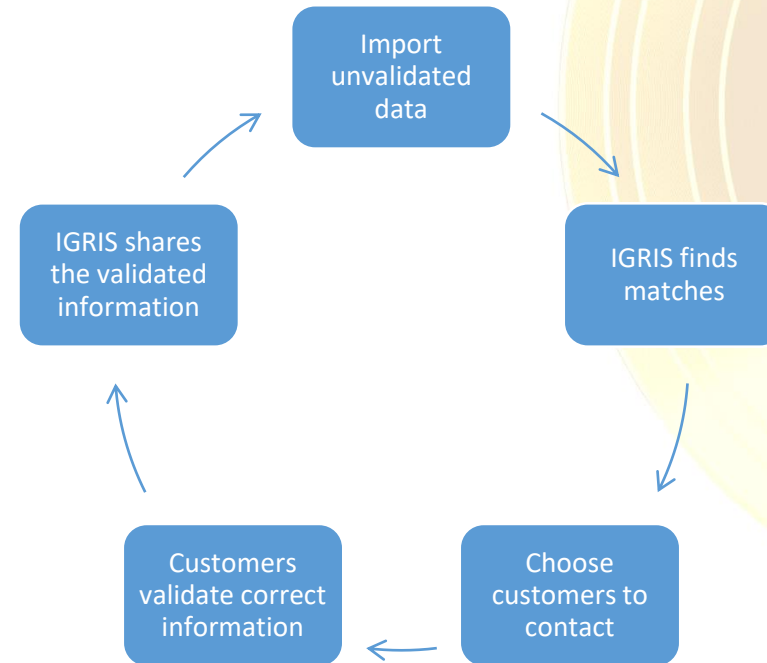
## So how will it work?



- Continual overview and management of records

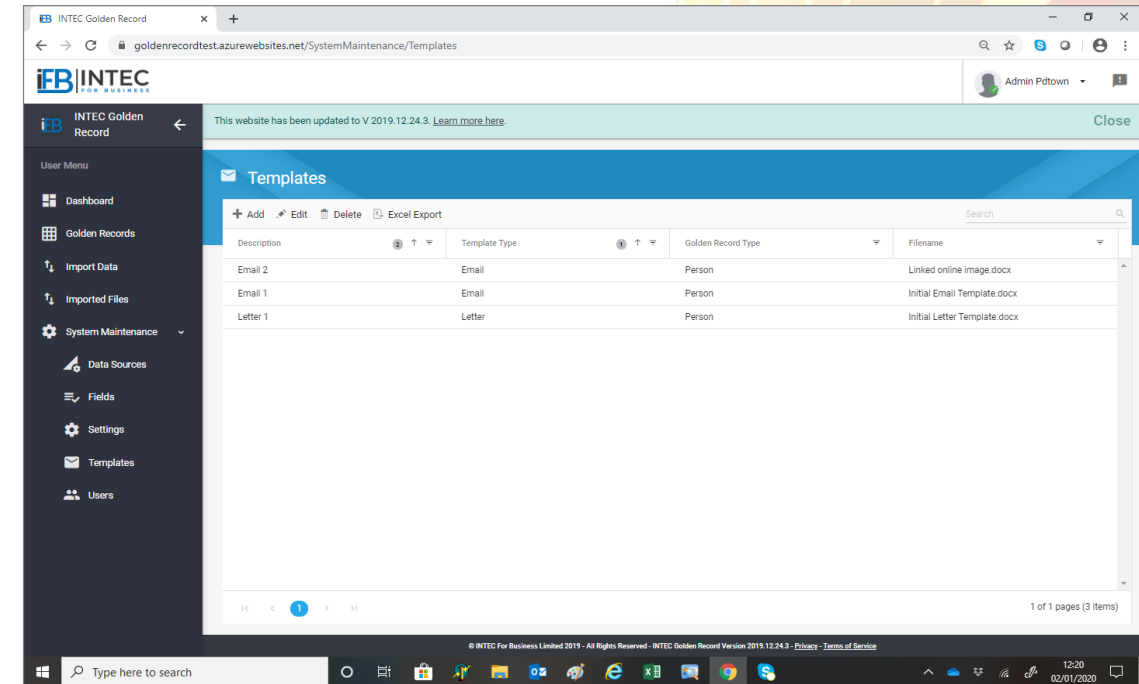
## Data Lifecycle

- This is not a “One off” data match
- To be effective it has to be a continual process



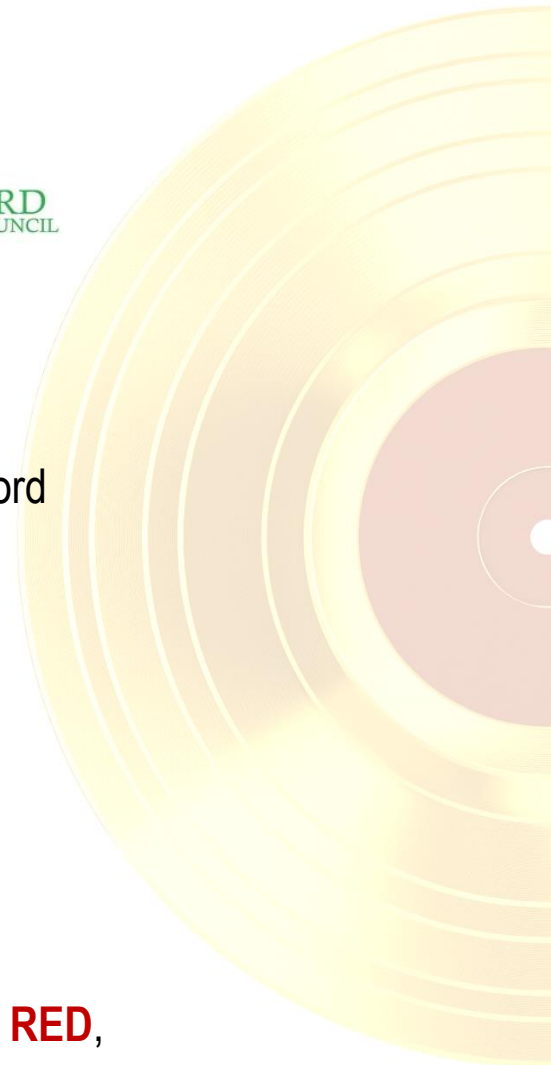
## Contacting the Customer

- Contact with the customer will be to validate the Golden Record data
- Contact via Email/Letter, which includes a unique link for each customer
- Templates can be configured by the LA to suit your needs.
- Users will be asked to log in and validate their records
  - Each user will have a unique code
  - They will then update and validate their information
  - We then have or golden record information



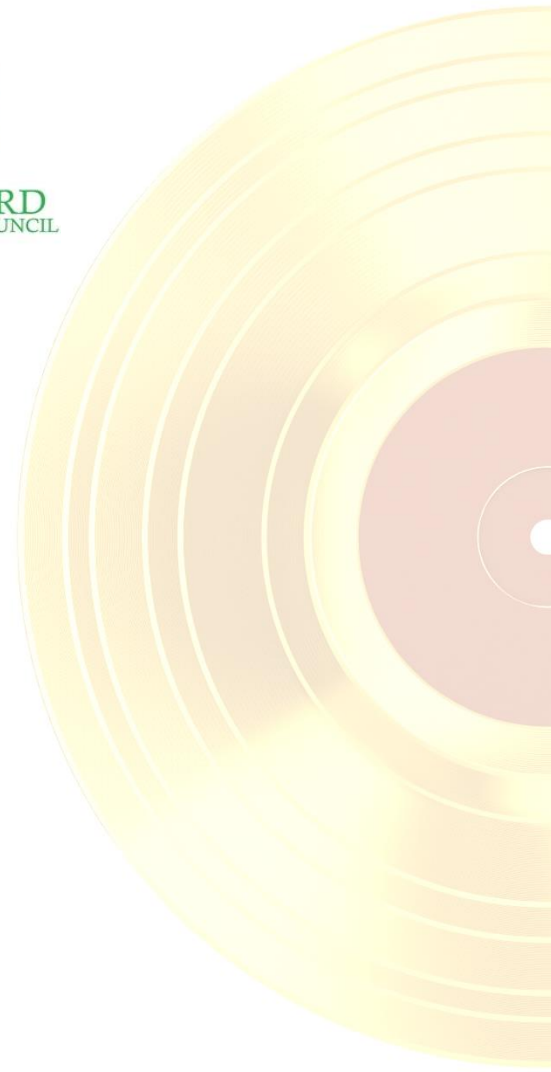
## Updating host systems

- Once the record has been validated and agreed by the customer the entry will become a Golden Record
- IGRIS then disseminates this updated information to all “Contributing” data sources for that customer
- This means that only departments that have records for this customer receive the validated data
- On next months imports, we track whether source records have been updated to keep records **GOLD**
- For a user definable period, the Golden Record remains locked from changes
- Once the lock period has passed, new/different data will result in the Golden Record being marked as **RED**, which means further customer validation is required
- This process helps to ensure data integrity as well as valid change of circumstances



## Removing records

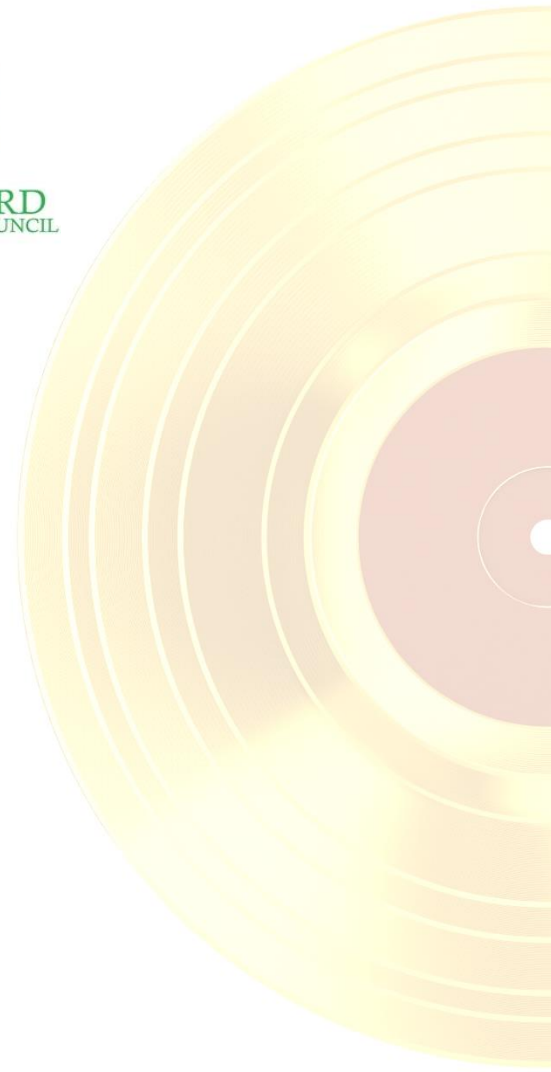
- As the data is imported on a regular basis IGRIS will monitor who is on each file
- If a customer drops off 1 data extract, IGRIS will assume they have been removed and mark that departments record as “inactive”
- If a customer re-appears then the “inactive” will be removed
- If all records for a customer become “inactive” IGRIS will allow you to remove the customer entirely





## Future features

- LLPG/NLPG Validation
- Links to external customer facing systems
- Reporting change of address



## Any Questions?

- Thankyou!

