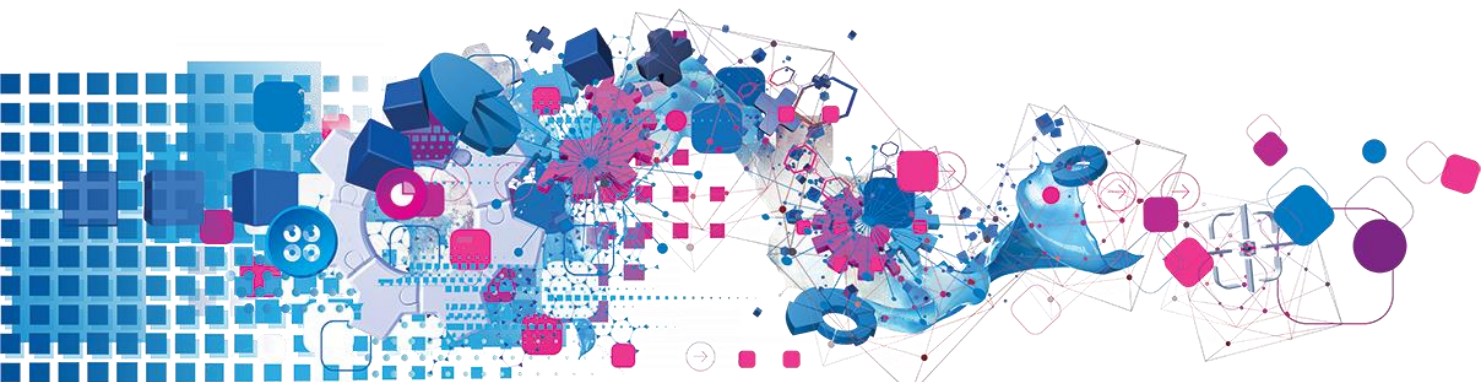
Experian Match



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Experian Match

1. About the product

Experian Match is a flexible API that can be integrated into your existing workflow to de-duplicate your data in bulk and/or through real-time transaction and provide the ability to search against those records in real-time.

2. Product Features

Sophisticated bulk de-duplication engine
Real-time record matching to avoid duplication
Real-Time search - Find similar records
Match API

3. Product Benefits

Ensures no duplicate records exist in your data
Ensures no duplicate records are added to your cleansed data
Search will identify any matching records to criteria entered
Prevents incorrect identification of customers
Guarantees accuracy of contact data
Improves customer interaction and prevents poor communication
Rapid (days) integration through easy to use API
Completely customisable rule sets for any use case
Fast - sub second matching and searching
Now seamlessly integrated in our flagship desktop Aperture Data Studio

4. Service Scope

4.1 Software add-on or extension

Yes, but can also be used as a standalone service

4.2 What software services is the service an extension to

Address, email and phone validation services. Wider data profiling and data quality tools. Single Customer View solutions. Data discovery
Data Governance. Data preparation for analytics.

Experian Match is a fully integratable API that allows it to extend or join any customer's software services

4.3 Cloud deployment model

Private cloud

4.4 Service constraints

None

4.5 System Requirements

Windows Server 2012 or greater
.Net Framework 4.5 & Java JRE 8
Application server - Apache Tomcat 8.5 is recommended
Recommended: 8 CPU Cores @ 2GHz+
Recommended: 32GB RAM
Recommended: 600MB Disk (depends on scope)
Minimum: 2 CPU Cores@2GHz+ 8GB RAM 100MB HDD

5. User Support

5.1 Email or online ticketing support

Email or online ticketing

5.2 Support response times

This will depend on the nature of the query and details can be found in the Experian customer services documentation.

5.3 User can manage status and priority of support tickets

No

5.4 Phone support

Yes

5.5 Phone support availability

9 to 5 (UK time), 7 days a week

5.6 Web chat support

No

5.7 Onsite support

Yes, at extra cost

5.8 Support levels

We have a single support level provided free of charge with our products that provides business hours' phone and email support.

We provide paid-for consultancy services for complex integrations

5.9 Support available to third parties

Yes

6.0 Onboarding and offboarding

6.1 Getting Started

Experian Match comes with user guides and example code. Paid-for consultancy is available. Users can access phone and email support for functionality support.

6.2 Service documentation

Yes

6.3 Documentation formats

HTML
PDF

6.4 End-of-contract data extraction

There is no data stored off-site as Experian Match is an on-premise solution. Data remains entirely in the customer domain. Match does not exist as a hosted solution, although Experian Data Quality does provide bureau services that include a secure bulk de-duplication offering via our professional services consultants.

6.5 End-of-contract process

At the end of the contract the licence for the Matching API will be cancelled and users will no longer be able to access the services. There is no requirement for any action on either party once the contract expires as Experian Data Quality do not host the service or the data.

7.0 Using the service

7.1 Web browser interface

No

7.2 Application to install

Yes

7.3 Compatible operating systems

Linux or Unix
Windows

7.4 Designed for use on mobile devices

No

7.5 Accessibility standards

None or don’t know

7.6 Description of accessibility

-

7.7 Accessibility testing

None

7.8 API

Yes

7.9 What users can and can’t do using the API

The product is entirely API based as a standalone product (although it has an interface available via our flagship data management product: Aperture Data Studio) You can entirely configure and manage the product via the API.

7.10 API documentation

Yes

7.11 API documentation formats

Open API (also known as Swagger)
PDF

7.12 API sandbox or test environment

No

7.13 Customisation available

Yes

7.14 Description of customisation

Users of the product can completely customise the rules and blocking keys that drive what is identified as duplicate data. The user can integrate the product as they require it due to the flexible API. The product was designed with flexibility and customisation at its heart.

8.0 Scaling

8.1 Independence of resources

Experian Match is a deployed service and is not shared by other users.

9.0 Analytics

9.1 Service usage metrics

No

10.0 Resellers

10.1 Supplier type

Not a reseller

11.0 Staff security

11.1 Staff security clearance

Other security clearance

11.2 Government security clearance

None

12.0 Asset Protection

12.1 Knowledge of data storage and processing locations

Yes

12.2 Data storage and processing locations

Other locations

12.3 User control over data storage and processing locations

Yes

12.4 Datacentre security standards

Managed by a third party

12.5 Penetration testing frequency

Never

12.6 Protecting data at rest

Other

12.7 Other data at rest protection approach

This is not applicable as the Experian Match API resides on the customer's network and the data is stored and maintained in the customer's own systems

12.8 Data sanitisation process

No

12.9 Equipment disposal approach#

In-house destruction process

13.0 Data importing or exporting

13.1 Data export approach

Experian Match is an on-premise solution and requires no data export.

13.2 Data export formats

Other

13.3 Other data export formats

N/A

13.4 Data import formats

Other

13.5 Other data import formats

N/A

14.0 Data-in-transit protection

14.1 Data protection between buyer and supplier networks

Other

14.2 Other protection between networks

There is no data transfer for Experian Match as it is deployed on the customers site, within the customer's network. Any data transfer will take place on the customer's network, behind their firewall.

14.3 Data protection within supplier network

TLS (version 1.2 or above)
Other

14.4 Other protection within supplier network

This is not applicable to Experian Match as it is not hosted on our network. Experian Data Quality does conform to TLS (Version 1.2 or above).

15.0 Availability and resilience

15.1 Guaranteed availability

Not applicable as this is a customer hosted service.

15.2 Approach to resilience

Not applicable as this is a customer hosted service.

15.3 Outage reporting

Not applicable as this is a customer hosted service.

16.0 Identity and authentication

16.1 User authentication needed

Yes

16.2 User authentication

Username or password

16.3 Access restrictions in management interfaces and support channels

Match is an on-premise solution. The API is accessed via a licence key and user-defined username and password. There is no management interface.

16.4 Access restriction testing frequency

Never

16.5 Management access authentication

Other

17.0 Audit information for users

17.1 Access to user activity audit information

You control when users can access audit information

17.2 How long user audit data is stored for

User-defined

17.3 Access to supplier activity audit information

No audit information available

17.4 How long system logs are stored for

User-defined

18.0 Standards and Certifications

18.1 ISO/IEC 27001 certification

Yes

18.2 Who accredited the ISO/IEC 27001

DNV.GL

18.3 ISO/IEC 27001 accreditation date

20/12/2016

18.4 What the ISO/IEC 27001 doesn’t cover

N/A

18.5 ISO 28000:2007 certification

No

18.6 CSA STAR certification

No

18.7 PCI certification

Yes

18.8 Other security certifications

Yes – Cyber Essentials

19.0 Security Governance

19.1 Named board-level person responsible for service security

Yes

19.2 Security governance certified

Yes

19.3 Security governance standards

ISO/IEC 27001

19.4 Information security policies and processes

Not applicable as this is a customer hosted service.

20.0 Operational security

20.1 Configuration and change management standard

Supplier-defined controls

20.2 Configuration and change management approach

Not applicable as this is a customer hosted service.

20.3 Vulnerability management type

Undisclosed

20.4 Vulnerability management approach

Not applicable as this is a customer hosted service.

20.5 Protective monitoring type

Undisclosed

20.6 Protective monitoring approach

Not applicable as this is a customer hosted service.

20.7 Incident management type

Supplier-defined controls

20.8 Incident management approach

Incident priority management via CRM system and a series of escalation gates.

21.0 Secure development

21.1 Approach to secure software development best practice

Supplier-defined process

22.0 Public service networks

22.1 Connection to public service networks

No

23.0 Pricing

23.1 Price

£25000 per licence per year

23.2 Discount for educational organisations

No

23.3 Free trial available

No

24.0 Documents

24.1 Service definition document

https://assets.digitalmarketplace.service.gov.uk/g-cloud-10/documents/700542/675115175010807-service-definition-document-2018-05-17-1050.pdf