

THE SOFTWARE BUREAU.

Complete Guide to

Data Hygiene

*Over 450,000,000 deceased,
goneaway and home mover
records at your fingertips.*

www.thesoftwarebureau.com

Data Hygiene

The benefits of data hygiene have long been promoted by marketing associations, business schools and data specialists and yet every year in the UK almost **60 million** pieces of mail are still mistargeted – sent multiple times, sent to people that have moved or to people that have passed away. This is not only expensive, costing UK businesses **£1 billion** per year in wasted marketing costs and brand damage, but it is also irrevocably eroding the reputation of an industry that contributes over **£10 billion** each year to the economy and is proven to be an extremely effective and cost efficient form of marketing.





Every year in the UK almost **60 million** pieces of mail are still mistargeted

For as long as The Software Bureau has been in existence data hygiene providers have always questioned why an organisation would not suppress. After all data cleansing pays for itself hundreds of times over. But the data industry has failed to realise quite how daunting the market is. There are scores of files available all with different claims regarding their effectiveness and coverage.

Companies can buy direct or go through a bureau and understanding what is mandatory but what is best practice adds yet another layer of confusion.

The suppression industry also suffers from a legacy hangover. Anecdotal evidence suggests that some brands would prefer to send mistargeted mailings because in the past suppression files removed the names of legitimate prospects costing them thousands in unrealised revenue. But the files have, over the years, evolved with better matching technology and data sources and consequently confidence levels are much higher than previously.

Mistargeted mail costs UK businesses £1 billion per year in wasted marketing costs.

Changes to Data Protection Law (GDPR) in 2018 has meant that data hygiene has risen up the agenda for all businesses. It is an essential part of providing an organisation's commitment and responsibility towards the personal data that they hold. This is why we have compiled this guide which is a 'warts and all' overview of the suppression and home mover data market. It has been designed to create a completely impartial and transparent summary of what is available on the market so that you can make more informed decisions when it comes to looking after customer contact data.

How to Buy Suppression and Home Mover Data

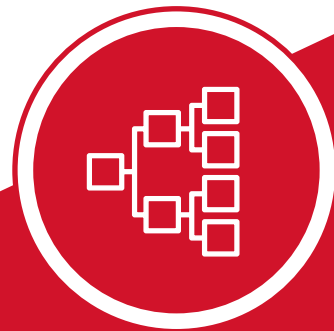
As a consumer, when we are buying a car we have a checklist of items to run through before we make our purchase. This might include an investigation of previous owners, looking at its accident history and mileage etc. Knowing what questions to ask reduces the risk of buying a dud. Buying suppression data is no different. The following are the three key areas you should explore before making a decision on the hygiene files to use.



Size: The number of records is important in terms of ensuring that your entire database is covered.



Recency: Whilst historical records can be useful in certain cases, it is the up-to-date data you should care most about. Find out how often the file is updated and the time between death/home move and appearing in the file.



Provenance: Make yourself aware of how the data is compiled, checked and verified. Sometimes this means asking awkward questions. Don't be afraid to dig deep, it is your brand on the line! If you can't face the thought of managing your data hygiene in-house, consider outsourcing to a data bureau who will ensure your data is well looked after.



3.5
million

Households move each
year in the UK

Source = Office of National Statistics

548
thousand

People die each year in
the UK

Source = Office of National Statistics

Deceased Suppression



What is it?

Deceased suppression files enable brands to identify and remove the names of customers that have passed away from their databases.

Business Benefit

The cold hard economics state that sending a piece of mail to someone that is deceased is a waste of money because that person can no longer respond. But on a more emotional level it can also be extremely distressing for the family members that are left behind. Imagine receiving a mailing in the name of your recently deceased partner – it serves as a very painful reminder of your loss. This is an extremely sensitive topic and one that the media takes great delight in splashing over their front pages. Many household brands have found themselves in the middle of a PR nightmare as a result of a mistargeted mailing, exacerbated by the reach of social

media. Furthermore, research reveals that two thirds (66 per cent) of consumers would boycott an organisation if they received a piece of mail in the name of a loved one that had passed away meaning the brand damage associated with mailing the deceased can run into the thousands.

Watch Out

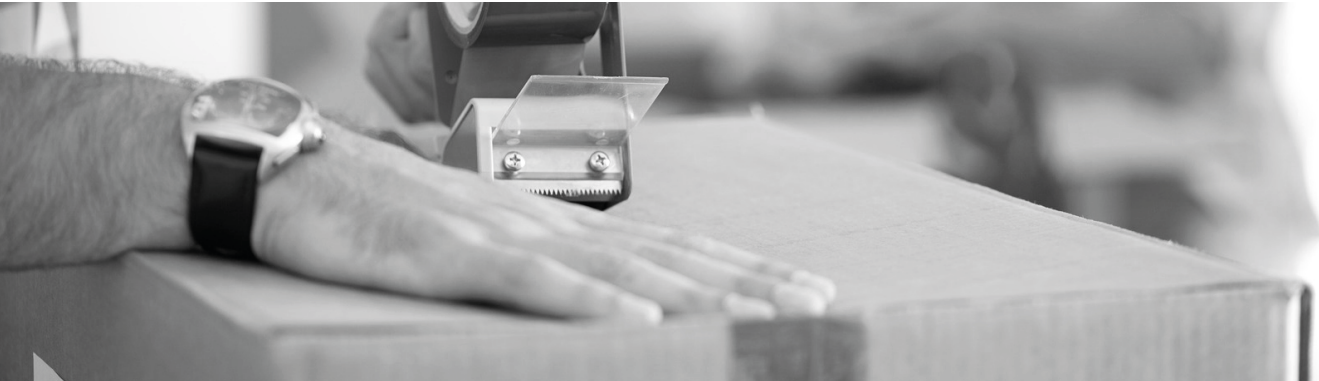
Understanding where the data comes from is the most important issue in deceased suppression. Some files are derived from officially verified data from sources such as registrars or probate, others are built from information provided by the bereaved's family and friends. The source of the data raises questions about accuracy and recency. Understanding the level of confidence (i.e. how sure the source is that the person is deceased) and how long it takes for them to be listed can have significant implications for some campaigns.

Deceased Files

File / Supplier	Size	Sources	Updated	USP
 Mortascreen by Wilmington	12 million	Probate data, Funeral Director Data, DPS registration	Weekly	Largest file collecting 70% of deaths within 2 weeks. Verified data and data collected from the bereaved.
 The Bereavement Register by Sagacity	11 million	2 CRA's, the Bereavement Support Network, NHS Hospitals, Hospices, Funeral Directors, UK Registrars, TBR Registrations	Daily	Data from 2 CRA's and Partnership with the Bereavement Support Network to capture information within 48hrs of death.
 National Deceased Register by The Ark	12 million	Financial services products including life insurance, pensions and annuities	Monthly	The file does not contain any volunteered data and delivers high levels of accuracy.
 Mortality by Experian	8 million	Public Record Information, proprietary Experian deceased data	Monthly	Validation techniques are used to check the flag before adding the record to the file.
 Mortaliti by Shine CK	5 million	Notifications from Financial Services Sector	Monthly	Enhanced validation techniques prevent Over-suppression
 OBIT by DBS Data	7 million	Financial & Product and customer account Closures, executor and legal submissions	Monthly	Death Certificate validation

CRA = Credit Reference Agency, LGA = Local Government Association

Goneaway Suppression



What is it?

Goneaway suppression enables marketers to identify and remove the names and addresses of people that have moved house from their databases


Business Benefit

People in the UK are some of the most prolific home movers in the world. Stats show that on average we move eight times in our lifetime, which is almost double the amount of moves made by people in France, Germany and Spain. As a result of all of these home moves; around 11 per cent of the population or seven million people move every year meaning that customer data can very quickly decay. Like deceased mailings sending a mail pack to someone that has moved is a waste of money. To hope that the new occupant might open it and convert is not a smart strategy, it's a wasteful one. For a start, it is illegal to open a letter addressed to someone else.

Watch Out

Goneaway data is compiled from various different sources. As a result the confidence levels of confirmed goneaways can vary. For example, records derived from credit reference agencies are more likely to give false positives since CRAs are risk averse and err on the side of caution, whilst change of address data sourced from a redirections service provides an almost 100 per cent guarantee that the person has moved. This means it is important to consider what type of goneaway screening you use. Moreover, if customers are flagged as goneaway and you feel that you have had transactions with them recently what do you do? This is where the expertise of a bureau comes in as they can help determine the confidence level and whether or not to suppress.

Goneaway Files

File / Supplier	Size	Sources	Updated	USP
 NCOA Suppress by Royal Mail	54 million	Redirection service provided from the old address	Monthly	Consumers verified, known date of move, full and partial move information.
 GAS by Sagacity	105 million	2 CRA's	Monthly	Data from 2 CRA's increases coverage. Up to 10 years Historic data.
 Absolute Movers by Experian	71 million	LGA data CRA data	Monthly	Customer informed moves.
 Re-mover by The Ark	118 million	Land Registry, Property Transactions, Electoral Roll LGA data	Monthly	Many records are provided within the month of move.
 Purifi by DBS Data	50 million	Residential relocation data and consumer submissions	Monthly	Confidence scores across the data set
 Fression powered by Shine CK	11 million	Zoopla Property Group, Land Registry Electoral Roll	Monthly	Enhanced validation techniques prevent over-suppression

CRA = Credit Reference Agency, LGA = Local Government Association
Stats as of October 2021

“The Software Bureau provides the best support service of any I have encountered from any software supplier, bar none.”

Paulo Poli, Production Director, Premier Communications

Home Movers

What is it?

Home mover files enable marketers to find customers that have moved house but failed to inform them of their new address - allowing brands to follow customers to their new address and maintain engagement.

Business Benefit

Research shows that when asked to rank the organisations that people would tell they were moving house; heavy direct marketing users including retail, charity and entertainment sectors were at the bottom of the pecking order. Organisations with a financial interest were ranked highest in order of priority, with employers, governmental agencies and financial services coming first, second and third respectively.




Home movers categorised five types of organisation as 'essential to inform', but the research showed that despite this they were not rushing to tell them their new address. Typically, the top tier was advised of a new address within three weeks of a move, whilst organisations categorized as 'important' were told within two months and non-essential organisations (direct mailers) were not told at all. The lack of information was not an attempt to sever ties with suppliers or companies, but more a result of moving overload. Typically movers have 39 essential or important organisations to inform of their relocation and consequently non-essential companies fall to the bottom of the list.

Losing track of a customer is easy as up to a third of an organisation's database can move house each year but with the introduction of GDPR in 2018 knowing where they have moved to will become crucial. This is because the new EU directive includes more rigorous requirements for obtaining consent for collecting personal data. Customer acquisition has consequently become more legally challenging and infinitely more expensive. The focus needs to therefore be on retaining permissioned contacts no matter if they move house.

Watch Out

Finding old contacts is like Christmas and birthdays rolled into one. They were once engaged with your organisation and are therefore far more likely to be so again than a cold prospect. However, this information can only be used for direct marketing purposes – no matter how tempting it might be to alter account details, for example. This goes for goneaway and deceased suppression data too. Legally the data can only be used to remove names of movers and deceased people from a database – it cannot be used to close accounts or flag fraud - there are other products that do this. Suppression and home mover products are ONLY for the purposes of direct marketing.

Home Mover Files

File / Supplier	Size	Sources	Updated	USP
 Absolute Contacts by Experian	7 million	Electoral roll, CRA data	Monthly	Fully verified.
 GAS REaCtive by Sagacity	15 million	2 CRA's, transactional data, electoral roll, bespoke database	Monthly	Opted in data from 2 CRA's and unique new occupier data.
 NCOA Update by Royal Mail	24 million	Redirection service provided to the new address	Monthly	Movers verified at application, known date of move.

CRA = Credit Reference Agency, LGA = Local Government Association

All Royal Mail NCOA data files are likely to reduce in volume in 2022, historical data removal plans

“First Move are all about marketing ROI so with the enrichment service offered by The Software Bureau we can help our customers drive up the performance of their campaigns.”

David Amor, Chairman, First Move

B2B Suppression



What is it?

B2B suppression files enable senders of B2B Mail to remove businesses that have moved or closed down from their databases. Some files also operate on an individual employee level removing the names of people that have moved jobs or passed away from the database.

Business Benefit

Despite the B2B Mail market being only six per cent of the size of its consumer cousin, it is responsible for almost a quarter of the direct mail sent in the UK. Furthermore, research shows that two thirds of the 1 billion items of addressed mail sent to businesses contain one or more errors. Business data decays at more three times that of consumer data, meaning that within four months a third of records within a business database could be out of date.



Watch Out

Keep an eye out for recency since B2B data does not tend to get refreshed as regularly as B2C data.



One business
moves office every
six minutes

B2B Files

File / Supplier	Size	Sources	Updated	USP
 Business Suppression File by Sagacity	15 million	D&B, Experian, Thomson, Yell and Companies House	Quarterly	Data on companies and employees.
 Business Changes File by Royal Mail	12 million	Royal Mail Redirections service and data from Yell	Monthly Four-five thousand new records every month	Nearly all businesses that move premise use Royal Mail's redirection service.

Over 450 million Suppression and Home Mover Records Available

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Why Data Hygiene?

RELEVANCE



Almost 60% of consumers believe that a correctly addressed piece of mail which uses their name suggests that the mailing will be relevant or of interest to them.



COSTS

Businesses which persist in mailing the deceased are wasting £154.5m on postage and production costs each year.



One of the most valuable assets a business has is its customer data, but with annual data decay exceeding 30% in some cases it can be challenging to maintain. The suppression and home mover files available within solutions from The Software Bureau offer access to over 450 million records enabling you to maintain brand and cut marketing costs.

SENTIMENT



66%

66% of consumers would boycott an organisation that sent direct mail to a loved one that was deceased.

BRAND



20% of UK adults received mail intended for a family member who has passed away in the past year. On average they received 15 pieces of mail addressed to the deceased.

<http://www.wilmingtonmillennium.co.uk/news-repository/decline-in-junked-mail.aspx>

<http://www.wilmingtonmillennium.co.uk/news-repository/the-true-cost-of-mailing-the-dead-brand-damage.aspx>

Why Us?

Unlocking the benefits of data hygiene has traditionally been an onerous task. Choosing which files are most suited to your needs is challenging enough. Add in minimum usage stipulations, reporting and auditing requirements and the investment in software and hardware and it's no surprise that many organisations are not yet reaping the benefits of effective data hygiene.

For more than 10 years The Software Bureau has made data hygiene solutions more accessible to mail producers, charities, data bureaux and in-house data teams. Acting

as a data wholesaler, The Software Bureau has negotiated market-leading discounts on all the files included in this guide. This unique model affords clients access to over 450 million records with no minimum commitment and no compliance overhead.

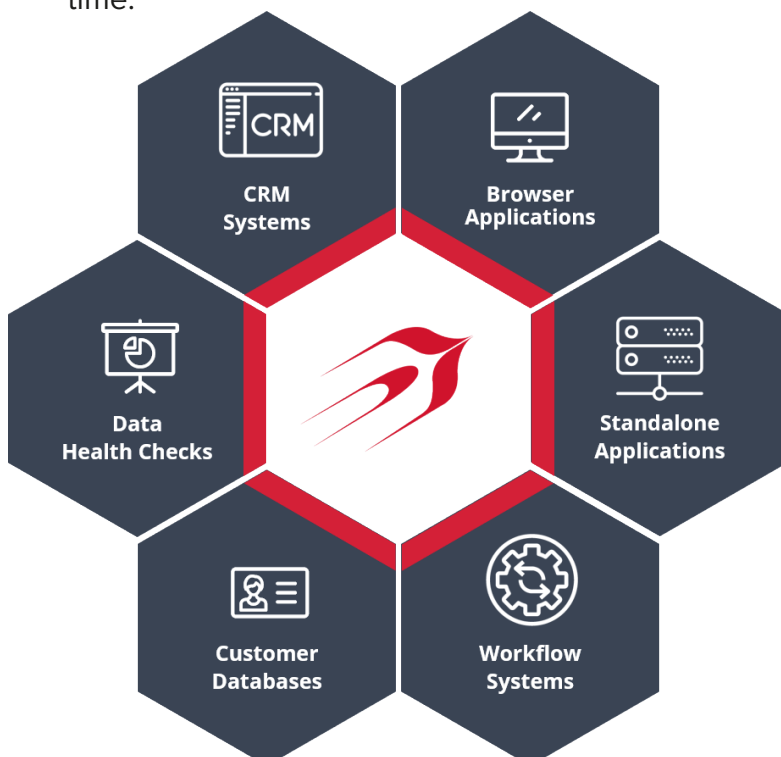
Solutions from The Software Bureau also make it dramatically easier to implement data hygiene. SwiftCore is a cloud based platform designed specifically for system integrators looking to harness the power of automated data hygiene within CRM systems and client databases. SwiftCleanse (powered by SwiftCore) offers an intuitive desktop interface for cleansing data which can also be automated via the command line. Cygnus is a full campaign data processing solution with all hygiene files embedded directly into the application.

SwiftCore

Integration Ready Data Hygiene in the Cloud

SwiftCore Platform as a Service (PaaS) enables developers to quickly and easily build data hygiene applications and integrations.

The cloud based service with modern REST APIs makes it simple to cleanse contact data in CRMs, customer databases or any other web based system without the need to set-up and maintain servers, worry about data security or reinvent matching logic. Cleanse full databases on import, export or on your own schedule. Validate and cleanse individual records in real time.



Use SwiftCore to Integrate data hygiene into web applications and online databases.

SwiftCore is used by Developers

- ⌚ GDPR Compliant Cloud Processing Infrastructure
- ⌚ Data Encryption and Pseudonymisation
- ⌚ REST APIs
- ⌚ Automated Subject Data Deletion
- ⌚ Third-Party Security Audited
- ⌚ Proprietary Matching & Processing Logic
- ⌚ Batch and Single Record APIs

SwiftCleanse

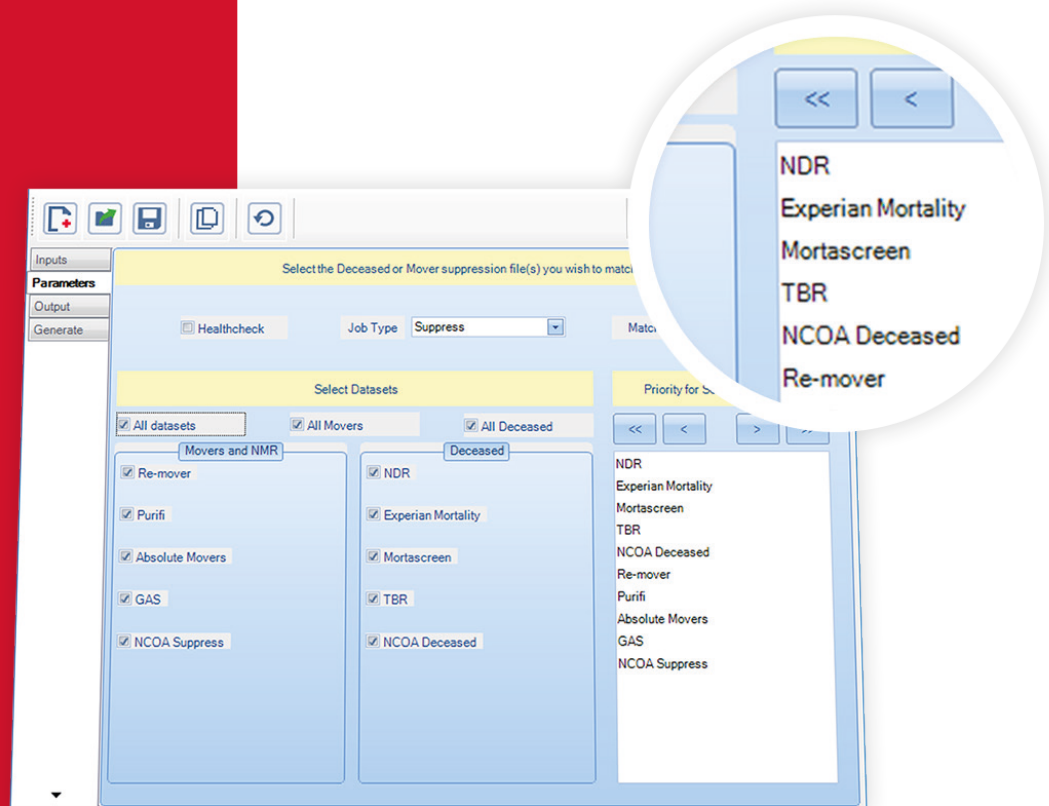
Desktop & Automation Ready Data Hygiene Software

Use SwiftCleanse to Cleanse data from the desktop or automate data hygiene processes.

SwiftCleanse is used by Data teams, marketers and system integrators.

SwiftCleanse offers an easy to use desktop interface for data cleansing and can also be automated using the command line.

Simply upload address data, choose the deceased, goneaway and home mover files to use and the hierarchy for each file and run the job. Start cleansing thousands of data records to industry leading standards in just a few minutes and without any specialist database knowledge.



Cygnus

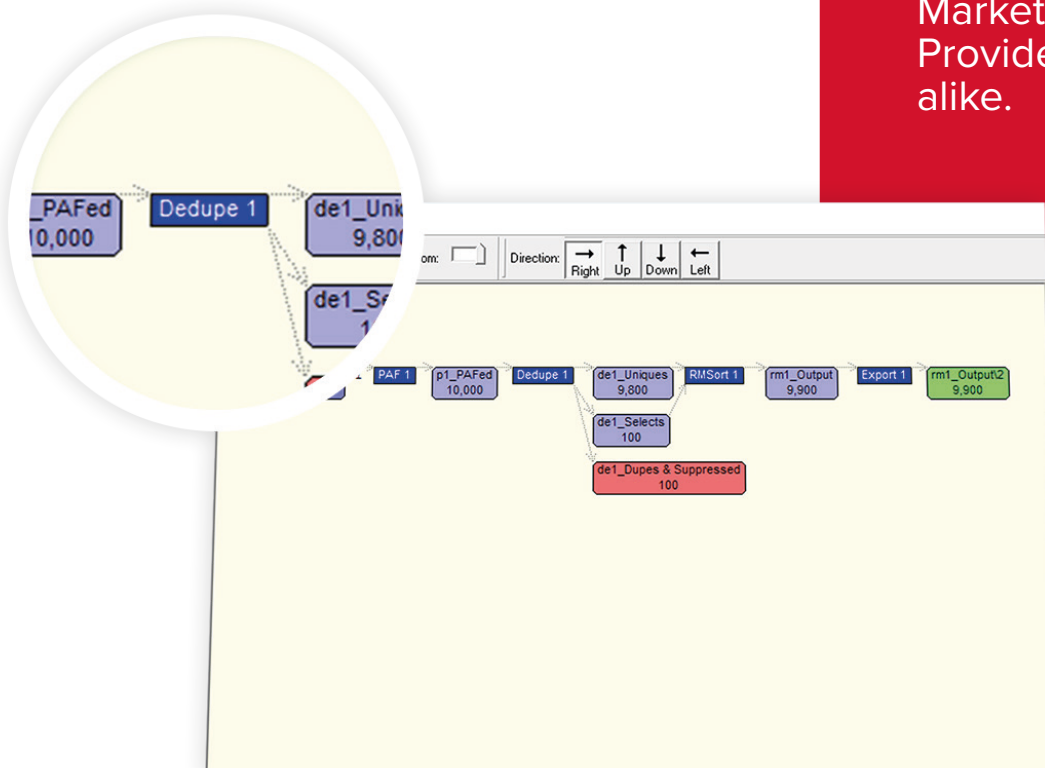
Campaign Data Software with Embedded Data Hygiene

Cygnus offers a powerful suite of data processing functions which can be intuitively combined to cleanse and process campaign data.

All files included in this guide are embedded in Cygnus and can be configured to the desired hierarchy and matching criteria. Combine data hygiene with advanced processing functions such as deduplication, sortation, parsing, seeding and merging for the most comprehensive data processing suite available.

Use Cygnus to Combine data hygiene with additional data processing functions like deduplication and sortation from a desktop application.

Cygnus is used by Citizen developers and advanced programmers within Marketing Service Providers & Brands alike.



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This guide was produced by The Software Bureau,
a specialist software business, focused solely on data cleansing and data processing
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