

Technical Support at Experian

Ensure your data related projects meet and exceed business expectations

Receive fast, accurate and helpful technical advice and support from Experian's customer service team

Maximise service delivery

Experian Data Quality's commitment to data integrity and customer service does not end when you receive our software. As an Experian Data Quality customer, you will benefit from continued after-sales customer service and support. This commitment is reflected in our Technical Support team, who are available to help you install, integrate and configure Experian Data Quality software to meet your needs.

The team will also work closely with you to resolve any issues, large or small, encountered during the use of Experian Data Quality's solutions.

Who will deal with my query?

At Experian Data Quality, we pride ourselves on the high calibre of our Technical Support team. When you contact Experian Data Quality Technical Support, one of our first line analysts will provide immediate assistance. Our team can resolve the majority of queries and provide guidance on products and installations.

If your query requires further attention, a structured escalation process is in place to ensure that it is resolved quickly and at the correct level. Our second line analysts will deal with more complex issues, taking personal responsibility for the satisfactory resolution of all queries.

Technical Support at www.edq.com/uk/support

The Technical Support pages contain frequently asked questions and a troubleshooting section to assist your enquiry. If you cannot find sufficient information to support your enquiry, you can email Experian Data Quality Technical Support directly from the website.

How can I contact Experian Data Quality Technical Support?

A query can be logged with our Technical Support team in two ways:

T: +44 (0)20 7498 7788

E: uk.support.qas@experian.com

What can I do to help?

At Experian Data Quality we endeavour to deal with your queries as quickly as possible. To help speed up the process, we ask you to have the following basic information to hand when contacting our Technical Support desk:

- Your account reference. This can be found on your order confirmation form and should be quoted at the beginning of a support query. Alternatively, your postcode is useful.
- The Experian Data Quality product name, version and release numbers along with the operating system name and version are essential to resolve your query efficiently.
- For ongoing queries please ask for a Service Request Number that can then be quoted in all further communications, thereby avoiding unnecessary duplications.

Data Updated

Experian Data Quality's commitment to your business and your address quality extends to the provision of regular data updates. Throughout the year, specialist teams work on delivering data updates to keep our complete product range up to date and accurate.

Monthly PAF updates

Each year over 1.5 million amendments, additions and deletions are made to the Postcode Address File (PAF). Further to the guaranteed updates we provide you with as standard, Experian Data Quality is also able to provide you with the most accurate and up to date Royal Mail address data on a monthly basis.

Please contact your Account Manager on 0800 197 7920 for further information on receiving monthly updates to ensure that your database is as accurate as possible.

Why do I need to execute a data update?

Contact information constantly changes. Tens of thousands of additions, deletions and amendments occur every month. To ensure that our products continually return accurate data, the software will alert you if data updates are not installed.

You should always use the latest data

Ffiles with Experian Data Quality products to prevent unnecessary disruption to your usage. The update procedure is quick and simple to execute and improves data integrity.

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What will I receive as my update?

Experian Data Quality will send you a CD copy, or other agreed media, containing data for the products you have purchased. You will also receive a letter with step-by-step instructions showing you how to carry out the update quickly and simply. The data you receive is read-only data eliminating the need to perform extensive testing before loading the data onto your system. Experian Data Quality also provides a service, Electronic Data Updates (EDU), where you can download data updates automatically via the internet.

Please contact your Account Manager on 0800 197 7920 for further information on receiving Electronic Data Updates.

Who do I speak to if I have any problems?

Our Technical Support team is available to deal with any update queries you may have. Alternatively, you can visit our support pages at www.edq.com/uk/support