

Experian Goad system

Frequently Asked Questions



Below are answers to questions that we anticipate will be frequently asked regarding the Experian Goad system re-platform.

Q. Why is the migration happening?

A. The migration is happening following client feedback as to how we can improve the existing system. We have been investing heavily in Experian Goad and, as such, the new platform should be much more user friendly with increased functionality and, because we are using new technology, it will make the system easier to develop in the future.

Q. When will the new system be made available to me?

A. The new system will be rolled out during August and September this year. It will be a staggered release and so clients will have access to the new system at different stages. This will help Experian support clients through the migration more closely and ensure a smoother transition. Rest assured we will keep you informed as to when the new system will be accessible to you. Until such time, please continue to use the current Goad Network system as normal.

Q. Why does the new system require new log-ins?

A. New log-ins will be necessary for enhanced security purposes. As no digital certificate will be required for access, we need log-ins to adhere to strict criteria. A full email address will be required for usernames, and passwords will need to follow Experian standard criteria. Passwords will also need to be updated on a periodical basis, though you will receive email alerts as and when these updates will be required.

Q. When will I receive my new log-in and password details?

A. You will receive your new username and password prior to the scheduled go-live date. We will confirm exact dates closer to the time. To ensure you receive your new log-in details, please register yourself as a current user of the system here – www.experian.co.uk/goadnews.

Q. Will the new system work in multiple browsers?

A. This is exactly one of the reasons why we have invested in the upgrade. The new system should be compatible with the following browsers: IE7 - 10, Mozilla Firefox 17 - 20, Apple Safari 4 - 6, Opera 9, - 12, and Google Chrome (all versions). We will endeavour to maintain compatibility with the most up to date versions of these browsers as they are released.

Q. Will my account still get locked with the new system, i.e. when I think I've logged out by closing my browser, but actually I'm still logged in?

A. In the new system, if you close your internet browser window then attempt to log straight back in again, you will be able to log in successfully. The new log-in will clear the old one from the system. It is not possible to log into the new system with the same credentials from two computers at the same time.

Q. We sometimes experience performance issues with Goad Network, will these performance issues still exist with the new system?

A. The new system is built on technology that will expand with the number of people that are logging into the system. This should result in consistently high performance and access speed.

Q. Will there be a period when the Goad plans will be unavailable?

A. There should be no period when the Goad plans will be unavailable to you. We are hoping for a swift migration that allows you access to your subscribed Goad plans at all times.

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Q. How will plan selection be enhanced in the new system?

A. At the moment, in Goad Network you can only search for plans by alphabetical name and geographical region. The new system still has this basic search capability, although you will also be able to select a plan using a mapping interface or conducting a more advanced search by outlet fascia name, street name, or postcode.

Q. Will my saved plans appear in the new system?

A. You will not have access to any of your personal / saved plans in the new system, though there will still be the continued ability to edit and save plans. If you have any queries with this, please contact your Account Manager.

Q. Will my group set-up in Goad Network be migrated?

A. Yes, group membership will migrate to the new system. The groups will be reflected in the new system as they appear in Goad Network. Client Admin can then change these group set-ups post migration, if required.

Q. What do you mean when you say that the new system will give the 'ability to view purchased reports in the system'?

A. At the moment, if a colleague within your organisation purchases a report, e.g. a category report, from Experian Goad via an Experian Account Manager, your colleague receives this report directly and it does not show up in the Goad Network system. With the new system, all reports that are purchased will be downloadable from the system, making it easier to disseminate through your organisation.

Q. Also, what 'improved management information' will the new system provide for 'better reporting'?

A. The new system will provide you with usage stats which will make cross-charging within your business easier. For example, to determine which departments should pay the larger bulk of the Experian Goad subscription.

Q. Will there be a new url that allows log-in access to the new system?

A. Yes, there will be a new url for log-in access, though the url of this page has not yet been confirmed. Again, we will ensure we send this to you in advance of the go-live date. When this does come through, make sure you save the new url to your 'favourites'.

Q. If the new system doesn't require a digital certificate for access, why do we need to update these in advance of the system migration?

A. The current Goad Network certificates expire in July. As the new system does not go live until August/September, we need to update your current digital certificate to ensure you have seamless access to the Experian Goad platform.

Q. Will we receive any training on how to use the new system?

A. Training resources will be made available to assist you with navigation and usage of the new system. These will be made available here www.experian.co.uk/goadnews when they are ready. You can also contact your Experian Goad Account Manager directly or the Experian Goad Team on 0845 601 6011 or goad.sales@uk.experian.com if you have any queries.

Q. How can we be confident that this system migration will be successful?

A. We're aware that a system upgrade has been attempted in the past that didn't go to plan. We have learned from this which is why Experian Goad is now undergoing a complete system re-development. We have outsourced the system re-platform to a third party developer and the new platform will share no components with the old system.

If you have any further queries about the Goad migration that are not covered above, please don't hesitate to contact your Account Manager directly or the Goad Team on [0845 601 6011](tel:08456016011) or goad.sales@uk.experian.com.