

How Buyers Evaluate Data Quality and Verification Solutions

Data inaccuracies are costing organizations millions in revenue.

Discover different evaluation criteria for best-fit data quality tools to protect your business.



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Introduction

Across industries, data quality influences how companies perform and make critical decisions. A large contributing factor to this challenge is that information changes when customers move and organizations restructure, leading to data errors over time. Poor data quality can result in lost revenue, regulatory fines, operational delays, and reduced customer trust.

But when companies focus on data quality, it becomes a driver of customer engagement, service experiences, efficiency, and ROI. By enriching information, data quality and verification solutions play a major role in enabling customer retention and compliance.

To help navigate these solutions, this evaluation guide is designed with your business needs in mind and provides:

- Cross-industry expectations for data quality
- Tools and evaluation criteria to maintain clean data
- Insights on the real cost of inaccurate information
- A checklist of what to look for when selecting data solutions



Cross-Industry Expectations Requiring Data Quality and Verification

Each organizational outcome depends on the accuracy of the data that supports it. This turns data verification solutions into an operational necessity rather than an optional add-on, making them a fundamental component of operational reliability and compliance.

Data accuracy translates directly into enterprise-level efficiency, but outdated or low-quality information can be detrimental across industries.

Retail and e-Commerce businesses rely on precise contact and address information to successfully fulfill orders and maintain profit margins. Incorrect shipping data increases the chance of failed deliveries, which can lead to brand mistrust and customer dissatisfaction. This also drives up return rates and adds avoidable costs to logistics.

Financial institutions and insurance companies operate under strict data standards. Know Your Customer (KYC) protocols, Anti-Money Laundering (AML) requirements, and fraud prevention efforts all rely on verified, accurate customer records. Even minor data errors, such as a mismatched name, can create compliance issues, delay customer onboarding, or leave the business vulnerable to fraudulent activity.

Healthcare providers and public sector organizations manage vast amounts of data that directly affect service delivery and staff productivity. When patient or constituent records are poorly maintained, the impact is almost immediate. Duplicate records can lead to repetitive work, causing teams to spend more time resolving data issues rather than administering care.

Technology and SaaS enterprises need clean data to fuel their CRM and marketing automation engines to scale. Inaccurate or unvalidated data can reduce campaign efficiency and disrupt targeting accuracy, lowering conversion rates while inflating customer acquisition costs.

Ignoring data verification affects all areas of a business, not just one team or industry. When choosing a data quality solutions partner, buyers should place emphasis on tools that promote:

- ✓ Regulatory compliance
- ✓ Operational efficiency
- ✓ Fraud prevention
- ✓ Profitability
- ✓ Lead quality
- ✓ Timely service delivery

The Actual Cost of Dirty Data

While verifying information at the point of entry costs \$1 on average, it costs about \$10 to deduplicate and cleanse flawed data after it has been submitted and saved.

Given these cross-industry impacts, maintaining data accuracy demands more than one-time fixes. Organizations need to invest in continuous data management practices to ensure sustained data quality and protect operational efficiency.

Keep Data Clean and Protect the Bottom Line

Customer records change constantly, and keeping up with those changes requires continuous monitoring to sustain data accuracy. [Data enrichment](#) and contact verification solutions make that possible by improving existing records with up-to-date demographic and geographic information.

Using [end-to-end data quality](#) and enrichment capabilities can help:

- Identify bad data and monitor standards over time
- Cleanse information to serve business needs
- Verify a multitude of customer information across the database
- Deduplicate records using intelligent parsing capabilities

Maintaining clean data supports more reliable operations and consistent customer interactions. The following categories outline key capabilities to evaluate when assessing data quality and enrichment solutions. Use this as a reference to compare how different vendors address each area.

Category	What to Evaluate
Profiling and Monitoring	• Auto-detection of data types, patterns, min/max lengths, null rates • Identify frequency distributions, value patterns, outliers, and duplicates • Automated/scheduled profiling • Ongoing data monitoring and cleansing to prevent data issues over time
Verification	• Address validation, correction, and standardization across global and U.S. markets • Real-time address autocomplete and standardization at point of entry • Rooftop geocoding latitude and longitude precision • Mailbox-level email validation and phone verification across landline, mobile and international numbers • Name-to-address matching and 2+2 verification (match 2 pieces of information from 2 independent sources) • Identify signals for KYC, AML and KYB compliance
Enrichment	• IP geolocation and threat intelligence • Demographic, firmographic, and property or location enrichment to support richer customer profiles • Phone, email, and address append and reverse append to fill data gaps without manual effort
Matching	• Deduplication through intelligent parsing and matching to reduce friction in data workflows • Golden record selection based on data quality score, last updated, most complete or custom expression • Field-level survivorship and householding • Ability to define business rules and use pre-built or fully custom match keys

Rather than working around incomplete or outdated records, businesses can implement best-fit practices to understand customers and deliver services more confidently. These efforts should focus on governance and security measures to ensure data reliability and trustworthiness.

Emphasize Data Security and Trust

Not every solution presented to buyers prioritizes their privacy. When evaluating data quality and verification, buyers need to look at tools that put data security and trust first. The ideal system should minimize the risk of human error, adapt to real-time conditions, and uphold security standards that govern how customer data is handled.

Businesses need data solutions that emphasize information safety and customer trust, while enabling them to:

- Build on accurate data by automating manual, error-prone processes with address autocomplete and validation to ensure integrity.
- Cleanse data and use its quality to train AI programs for developers, improving AI output and minimizing hallucinations.
- Meet data governance goals with real-time data quality monitoring capabilities that enhance business intelligence and analytics.

Validation tools should comply with relevant standards, including GDPR, CCPA, SOC 2, and HIPAA/HITRUST. This level of compliance protects sensitive data against breaches, which is critical for all industry professionals, especially Data Protection Officers (DPOs) and legal professionals.

The following criteria can be used to assess how well a solution supports secure and compliant data handling, along with operational control.

Data Quality & Security	90% Known-data match rates Global vs. country-specific coverage
Data Ownership	Perpetual, irrevocable, royalty-free rights to own, store, use and modify cleansed/enriched data
Privacy & Compliance	SOC 2 Type II ISO 27001 GDPR readiness CCPA & CPRA Industry-specific (HIPAA, FedRAMP, etc.)
Operational Security	Access controls and auditing Secure API integrations Documented IR plan SLAs for notification Role-based permissions
Processing & Handling	Real-time vs. batch processing Data retention and deletion policies Data residency and cross-border handling Secure onboarding and authentication protocols

Compliance not only protects the organization, but it also improves customer relationships. When businesses maintain high-quality records and securely automate manual data protection processes, the practical impact is felt in every customer interaction:

- Deliveries arrive at the correct customer address
- Customer onboarding moves quickly, without delays caused by unverified information
- Business communications reach the right contact at the right time
- Service teams spend less time resolving data errors and more time delivering value

When these capabilities are in place, their impact becomes visible in how organizations operate across different industries.

Every Organization Can Benefit From Data Quality Services

Internationally, organizations are realizing the impact of improved data quality. Retailers are cutting cart abandonment, and hospitals are eliminating duplicate records. At the same time, banks are accelerating onboarding while the public sector is validating constituent data. The following examples show how these capabilities translate into practical outcomes in real-world use.

Retail and e-Commerce Businesses



- Reduce cart abandonment
- Increase lead conversions
- Accelerate order fulfillment
- Enable customer loyalty
- Manage risk and fraud prevention

[Access e-Commerce ROI Calculator](#)

Financial Institutions and Insurance Companies



- Achieve KYC/KYB and AML compliance
- Accelerate customer onboarding
- Improve approval rates and conversions
- Check customers against OFAC and international databases
- Prevent chargebacks and revenue loss

[Read the Case Study](#)

Healthcare Providers and Public Sector Organizations



- Validate EMR/EHR records and constituent data in real time
- Get HIPAA/HITECH, SOC 2, and FedRAMP compliant
- Remove duplicate records
- Streamline workload and cut costs
- Improve service delivery and resource allocation

[Watch Webinar](#)

Technology and SaaS Enterprises



- Optimize marketing and sales initiatives
- Match and merge data to eliminate inaccuracies
- Increase customer lifetime value
- Boost ROI and maximize deliverability
- Verify customer information and addresses in real-time

[View Data Sheet](#)

Regardless of industry, all businesses need accurate, secure data. This is where solution capabilities should be assessed against industry requirements.

Exploring Melissa's Strengths

There are numerous vendors offering data quality and verification solutions across markets. However, these services can sometimes be limited in scope. Many solutions may not be equipped to manage the intricacies of enterprise data. They default to:

- Generalist approaches with a narrow focus
- Limited global reach and accuracy
- Basic compliance with fewer standards
- Less rigorous security measures
- Restricted deployment models
- Few integration options and average reviews

To bring these evaluation criteria into context, the following example highlights how one provider aligns with key capability areas.

How Melissa Aligns with Key Evaluation Criteria	
Longevity & Specialization	Over 40 years of focused expertise in address, identity, and location specialization, both in the U.S. and internationally.
Global Scale & Leadership	Global coverage backed by official certifications: USPS® CASS™ with DPV®, Canada Post SERP, and Royal Mail® PAF®—delivering top-tier address accuracy.
Compliance Leadership	Compliant with GDPR, CCPA, and HIPAA/HITRUST. Also, FedRAMP authorized software , ensuring strict adherence to regulatory standards.
Security Leadership	SOC 2 and ISO 27001 compliance, along with continuous monitoring via UpGuard , to strengthen data security trust.
Deployment Flexibility	Offers cloud, on-prem, hybrid, private cloud, SaaS, and plugin options for maximum adaptability. Melissa also offers standard uptime up to 99.9%, with SLA up to 99.5%, latency as low as 25ms (depending on service used), and up to 100 records/second for up to 3 billion records with an enterprise subscription.
Support & Ecosystem	Developer-friendly APIs, extensive partner integrations, and high scores on G2/Software reviews.

Why Choose Melissa

Conclusion

Data quality and verification help businesses prevent information errors, which is vital in protecting profit margins. These services can also reduce rework-related expenses, ensure regulatory compliance, and enhance customer trust by providing accurate, reliable information.

Melissa stands out as a reliable partner across multiple industries for its expertise in providing tailored address verification and data quality solutions that drive efficiency and compliance while improving customer interactions. As buyers draw their own conclusions about Melissa, they should consider deployment flexibility, security, global coverage, compliance, and overall support.

Next Step? A Personal Evaluation

A structured evaluation process helps ensure that selected solutions align with actual data conditions and business requirements. The steps below outline a practical process for assessing data quality solutions to match your business needs.

Collect Sample Records	✓ Request 100-500 real or anonymized records from your own dataset. ✓ Include a range of data such as “known-good” test cases and edge cases, including international addresses, catch-all emails, stale records, and more.
Analyze Hard Metrics	✓ Measure accuracy through blind tests. ✓ Evaluate any uplift in completeness, processing speed, and false positive rates.
Track Post-Pilot ROI	✓ Assess the impact on business efficiency, including reduced returns, higher conversion rates, and shorter manual cleanup time.
Review and Adjust	✓ Use findings from the evaluation to make necessary adjustments to processes and data quality tools.

About Melissa

Since 1985, Melissa has specialized in global intelligence solutions to help organizations unlock accurate data for a more compelling customer view. Their breadth of data and flexible API technology integrates with numerous third-party platforms, so it works for you and makes sense for your business.



Ready to See Melissa in Action?

[Book a Demo](#)

More than 10,000 clients worldwide in key industries like insurance, finance, healthcare, retail, education, and government, rely on Melissa for full-spectrum data quality and identity verification software. They provide data coverage to over 250 countries, including data profiling, cleansing, matching, and enhancement services, enabling businesses to gain critical insights and drive meaningful customer relationships.

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