



Matrix Security Watchdog

eBulkPlus Replatforming

Managed - Frequently Asked Questions

DATE: April 2025



Will my data be migrated from the old system to the new system?

Yes, we plan to migrate your data to the new system in line with your current data retention periods

Will there be any interruption in service during the move to the new system?

We aim to ensure a smooth transition with minimal service disruption. To ensure a smooth migration process, we would recommend only migrating active applications. If you are interested in this option, please contact us by emailing EBulkcomms@teammatrix.com to discuss.

Will I use the same login details to access the new system?

The authentication and login process will likely differ on the new system, so your login details may change. However, any email addresses used for login today will still be reusable in the new system.

Can I remain on the current system if I don't wish to move to the new one?

No, all customers will be required to migrate to the new system. The current system will be phased out and will remain non-operational, indefinitely.

Will there be any changes in pricing as a result of moving to the new system?

There are no plans to change pricing due to the migration. However, if new services or features are added to the system that you do not currently use but wish to purchase, there may be associated costs.

What benefits will the new system bring?

- A new, more intuitive user interface.
- Improved performance, scalability, and stability.
- User accounts for candidates, allowing them to save progress and revisit their application.
- An enhanced reporting tool with visual dashboards.
- And many more!

What will happen to checks in progress on the current system?

Checks in progress will be migrated to the new system. Once the migration is complete, you will be able to monitor these checks through the new system.

When will the new system go live?

As with any large-scale project, timelines may evolve, but we are aiming for the system to go live by the end of 2025.

Will the process to complete the ID Check and Section Y on an application change?

While the user interface will be updated, the fundamental process for completing the ID Check and Section Y applications will remain largely the same.

Will the process to approve an application change?

Although the user interface will be enhanced, the core process for approving applications will remain largely the same.

Will the process for managing users and organisations remain the same?

At present this function will remain the same, but a new, dedicated Admin Hub will be available for managing organisations, users, templates, and more at a later date. This Hub will consolidate the functionality currently found in the RB Admin and eBulkPlus Admin pages, with planned additional features.

Who can I contact if I have any further questions regarding the replatforming?

For any further queries, please contact eBulkcomms@teammatrix.com. If you have any general day-to-day questions relating to access to the current eBulkPlus system and applications being processed, please contact dbs.enquiries@teammatrix.com