

Solidatus for Procedures and Ownership: UK Utilities and Regulations

CHALLENGE

Water supply and sanitation in the UK is provided by a small number of water and sewage companies. To ensure customers receive the best services and that the environment is protected, there are a wide range of [organisations](#), including regulators and watch dogs, which oversee and regulate them. Due to the importance of the services and the limited number of providers, it is also one of the most heavily regulated industries in the UK. Not all water utility companies provide water, drainage and sewage services, but for the 11 that do, they are subject to oversight and regulatory reporting by the Drinking Water Inspectorate (DWI), the Environment Agency (EA), Natural England (NE) and the economic regulator, the Water Services Regulation Authority (Ofwat).

One of the larger utility companies made a commitment to their shareholders and the regulators that they would improve their reporting and implement better processes, controls and governance.

Like many others, they had, in an attempt to reduce costs, outsourced many of their technology support services. Systems were scattered across a large number of different offices and, due to limited investment and the reliance on third party technical capabilities, meant updating the existing processes and data platform was difficult. For the actual data consumers, there was a mistrust in the data being collected and, as a result, critical data was being extracted and maintained in separate, individually maintained spreadsheets.

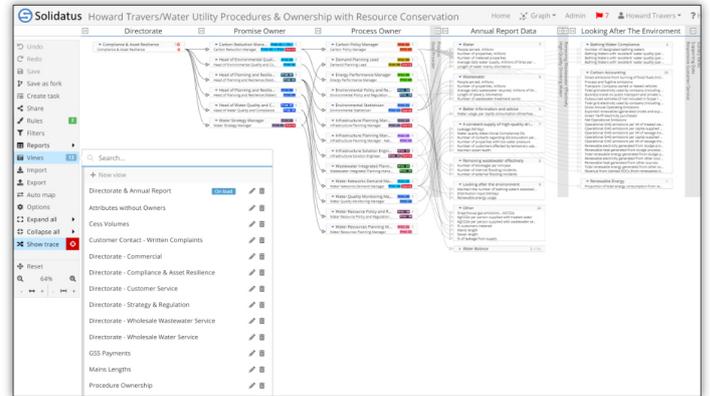
SOLUTION

In an attempt to address the problem, the CEO announced the creation of two new groups: A Compliance/Asset Resilience Team that would provide greater oversight to the regulatory reporting and compliance framework; and the establishment of a Data Team to coordinate and verify the data and their performance. One of the CEO's first actions was the appointment of a Chief Data Officer (CDO) with a remit to centralise all the different data functions across the organisation.

Key objectives:

1. Establish an overall compliance framework; and
2. Build a compliance dashboard to identify key performance indicators and ensure that they reported effectively.

The Data Team had direct responsibility for mapping their data to create an end-to-end understanding of asset data interactions across applications, processes, people and the regulations. The solution was delivered by using Solidatus. Their small team quickly went about extracting all the metadata they could from legacy platforms and connecting them together. They then supplemented the model with additional information about ownership, responsibility and purpose.



RESULT

By mapping the key regulatory reports to their internal systems and processes, Management was able to provide a single view of truth, identify gaps and start to remove bottlenecks in the processes and controls. With a greater visibility of the relationships and responsibilities of senior management to the critical regulatory reports, it has improved understanding, data quality, process integrity and governance over information. While initially a manual mapping process, using the API the client is looking to automate the creation of models and exploring how to incorporate the process into the software development lifecycle (SDLC). As a result of this engagement, Solidatus was also invited to be part 'Datawell', a data sharing initiative across the UK water sector.

[Datawell - Google and Solidatus seek to transform data for wider use.](#)

ABOUT SOLIDATUS

Solidatus is a specialised, powerful and modern data management tool. The simple, intuitive and flexible web-based application allows organisations to rapidly discover, visualise and understand how data flows through their systems and the relationships it has.