



Business Stream Case Study

Scotland led the world in 2008 when the nation's non-domestic water market was opened up to competition.

In 2008 full competition was introduced in Scotland for non-domestic customers, meaning, for the first time ever, businesses were given the freedom to choose their own water supplier.

The Problem

The new competitive market required the separation of the integrated water company into a wholesaler (Scottish Water); a retailer (Business Stream); and the establishment of a central administrator (CMA). All three organisations produce, process and transfer common market data. A lack of robust controls created a new issue of potential data mismatches.

Business Stream recognised the critical importance of data quality to the service their customers receive and established a team and technical support to improve and manage overall data quality.

The Solution

After putting in place the functional IT elements required to operate in the new market, the next step Business Stream took was to embrace data quality as a challenging new discipline. Data Quality Engineering was asked to help Business Stream achieve its data quality goals.

Business Stream chose DQMS to identify mismatches and manage new regulatory requirements for common market data quality. The flexible DQMS framework enables Business Stream to rapidly address existing and new potential mismatches.

As market regulation progresses, Business Stream's data team adds new requirements into DQMS – providing continuous improvement. Numerous wide ranging potential data mismatches are monitored by DQMS.

Business Stream uses the DQMS management reporting dashboard to provide at a glance monitoring and management reports. The range of automated resolution and escalation actions are available to Business Stream to perform preventative processes to ensure potential mismatches are avoided.

"The DQMS framework provides Business Stream with excellent flexibility to address new and existing data quality challenges – it meets our requirements and has become the cornerstone of Business Stream's suite of data management systems."

Charles Vincent, head of retail services, Business Stream

"The DQE team has a fantastic breadth and depth of experience in data quality issues in general, the utility industry in particular. Data Quality Engineering perfectly complements our aims and objectives and we continue to enjoy a successful working relationship with the team."

Derek Johnston, IT general manager, Business Stream