

Seizing State's Water-Efficiency Opportunity

INDUSTRY: WATER UTILITY

How Talent And Data Intervention Saved Cost For A Large Legacy Organization

A state-owned water utility organization with 1,300 workforce managing over 80 projects on various state-wide locations is in need to optimize its operations. Large workforce or remote locations shouldn't be a challenge to drive its efficiency.

Business Challenges

- Difficulty in getting real-time input from various project sites in the state has affected leadership reports to multiple stakeholders.
- Traditional process requires 1-2 weeks to process data and reports manually from project sites, with no real-time input and risk having incorrect data and inaccurate projections for the final report to the management.
- The unavailability of real-time data for quick decision making has also resulted in low predictability, inefficient maintenance and mitigation intervention.

Intended Outcomes

- Implementation of an online real-time reporting dashboard to improve reporting capability with real-time data.
- Improve employee reporting procedures and capability with skills to process & analyze project data, and better data storytelling and presentation to management.
- Improve data governance with the know-how to apply analytics methods, manage data lifecycle, and implement a data-driven project management methodology.
- The data ecosystem for this project is managed, consolidated using Microsoft 365 and Tableau.

Potential Obstacles

- There are currently over 80 active projects running in various decentralized, remote locations involving thousands of employees with an old reporting playbook. Updating the playbook will require a data-driven transformation initiative to take place.
- Client concern if the lower level Non-Execs were able to adapt to the transformation, would the upskilling effort transforms the way of working.

Solutions

- We embark on Data Driven Organization (DDO) Journey to drive enterprise-wide clarity and alignment to identify critical pain points to be prioritized & addressed.
- Embed data-driven culture within the organization and introduced continuous Data Literacy upskilling programs to close the skill gap among the workforce. We upskilled over 330 employees to be data professionals, and this help improves data lifecycle management & governance.
- Implemented 10 project management dashboards and 10 incubator dashboards analysing strategic issues with real-time reporting capabilities from various remote locations.

Result



The implementation of a real-time reporting dashboard has increased work productivity by 30%.



The 330 upskilled workforce can now dissect critical real-time data, resulting in efficiency in presenting real-time reporting to its stakeholders.



Human Capital value has gone up by moving people from task-driven to tactical driven.

Power your business with data today.

Schedule a strategy call with our specialist, email engage@cad.ai or visit cad.ai to hire industry-recognized data talents.