

Modern Data, Real Business Impact: Advanced Cloud Data Services

One of the largest water retailers in the UK, supplying over 340,000 businesses, partnered with Quorum to embark on a strategic data transformation journey.

With ambitious growth plans and a commitment to a cloud-first strategy, the client aimed to modernise its data infrastructure, replace legacy tooling, and enhance business intelligence and analytical capabilities.



Data Strategy/Water Retailer

Quorum's solution fully aligns with the client's cloud-first strategy and is designed to meet the following objectives:

- Deliver a transformative central data warehouse providing a single version of the truth for Metering & Billing.
- Consolidation of data from the meter data warehouse export, market metering data, meter reading company data and reference datasets on properties and addresses into a single central data warehouse.
- Ingestion of historic data into the data warehouse from the staging area.
- A design built using modern data best practices.
- A platform using SaaS built on public cloud.
- A solution which leverages existing investment in Office365.
- Delivery of an online set of dashboards to the internal BI team users.
- Define the requirements for the provision of production support services going forward.

The benefits of Quorum's advanced cloud data services for include:

1

Improved team efficiency
and performance

2

Scalable solutions aligned
to company growth

3

Improved decision making
through data quality and
consolidation

The Solution - The client initially engaged Quorum around the build of a meter and billing data warehouse. Various complex data feeds were then identified and subsequently required significant data architecture design and ETL developments across the wider programme. Quorum now supports the client's root and branch transformation of their technology and data landscape.

The Quorum team aligned to the client consisted of:



**Project
Manager**



**Senior Data
Architect**



**Senior Data
Engineer**



**Azure Senior
Architect**

Through our trusted relationship, Quorum has also been asked to deliver:

- Additional Project Management Services to support Programme Planning and Priorities.
- A Data Architecture Service across the entire transformation programme.
- Additional ETL Consulting Capacity.
- Additional BI Reporting Capacity.
- ETL Support, Guidance and Enablement.
- CSP subscription licensing.

Working with the client's internal teams, our project was split into 6 phases:

**INITIATION, ANALYSIS
& DESIGN**

Mobilisation of teams, discovery sessions, requirements gathering, and project planning.

**BUILD &
DELIVER**

Setup of back-end infrastructure, environment configuration, and system testing.

**DATA PIPELINES & DASHBOARD
DEVELOPMENT**

Development of robust data pipelines and delivery of interactive dashboards for BI users.

**USER ACCEPTANCE
TESTING (UAT)**

Execution of testing by end users to validate functionality and performance.

**BUSINESS
READINESS**

Support for user training, change management, and operational acceptance.

**IMPLEMENTATION, GO LIVE
TRANSITION**

Final implementation, go-live activities, and transition into managed service support.

BUSINESS BENEFIT - The partnership has delivered measurable improvements including:

- Increased efficiency and performance across data teams.
- Scalable solutions aligned with business growth.
- Improved decision-making through high-quality, consolidated data.