



Leading Public Utilities Company

CASE STUDY

How Leading Public Utilities Company uses Snowflake and DQLabs to discover high quality data assets?

Leading Public Utilities Company is a publicly owned utility company located in Tacoma, Washington. It provides a range of essential services to the residents of Tacoma, including electricity, water, and wastewater services.

The Client is committed to providing reliable, efficient, and sustainable services to its residents while also maintaining the highest standards of safety and customer satisfaction. The client's electricity services are powered by a combination of hydro, wind, solar, and natural gas sources, allowing the company to provide clean, renewable energy to its customers.

They provide a variety of advanced technology services for the City of Tacoma's power and water utilities, including utility applications, data management, analytics, and cyber security services. The challenge for the client is to access the right data at the right time from its distributed sources, such as smart meters, billing systems, and customer interactions, in order to make informed decisions. Poor data quality makes it difficult to process the data for better data analytics and decision-making.

INDUSTRY

Public, Government, and Non-Profit

TECHNOLOGIES



SOLUTIONS

- Data Discovery
- Data Quality



10x IMPROVEMENT IN
REPORTING AND ANALYTICS WITH
TRUSTABLE DATA.



70% OF THE
DATA TEAM'S TIME WAS SAVED AND
8X FASTER TO FIND ANY DATA
ASSETS AND RESOLVE DATA ISSUES
QUICKLY AND EFFICIENTLY.

Challenge

The client is one of the largest department in the Tacoma City government which manages utility services like electricity, water, wastewater, solid waste and recycling, and stormwater.

They provides a variety of advanced technology services for the City of Tacoma's power and water utilities, including utility applications, data management, analytics, and cyber security services. They also support the City of Tacoma's utility services, being solid waste, wastewater, and storm drains.

With the increasing amount of data generated from its distributed sources across to discover and access the right data at the right time to make informed decisions also with poor data quality was unable to process the data for better data analytics and decision-making.

The client lacked a centralized repository for data definitions, leading to confusion and inconsistencies across the organization. They also lacked real-time visibility into data operations, making it difficult to identify and resolve data issues quickly.

The client was struggling to manage its data assets across its organization and was looking for enterprise data catalog and quality platforms with Google like intelligent search, data discovery, and automated cataloging with data quality scoring capabilities to maintain its inventory of trustable data asserts and distributed datasets.

“We are impressed with the DQLabs AI/ML-enabled search and discovery capabilities which saved lot of our time.”

ANDREW BRAEGER,
Solutions Architect

Solution

To address these challenges, The Leading Public Utility Company partnered with DQ-Labs to implement a comprehensive data governance solution.

The solution included the following key components:

Automated Enterprise Data Catalog:

DQ-Labs implemented a centralized data catalog to manage clients data assets which were stored in their Snowflake, MS SQL Server database. The data catalog provided a single source of truth for data definitions, data quality, and data usage. DQLabs provided flexible searching and filtering functionality to allow users to quickly find relevant sets of data. Then our platform gathered technical metadata from the connected data sources and stored it in a centralized metadata repository. This ensured that the client had consistent and accurate data definitions and could track the flow of data throughout the organization.

Data Observability:

DQ-Labs provided real-time visibility into data operations, enabling client to identify and resolve data issues quickly and efficiently. The platform provided insights into different data quality dimensions, data quality, and data processing, allowing the company to understand the impact of data issues on business processes and customer satisfaction.

Data Quality and Processes:

DQ-Labs provided a suite of out-of-the-box data quality checks, including data validation, and data matching to improve the accuracy and consistency of customer data. The platform was integrated into client's existing data management processes to ensure that data quality was monitored and maintained on an ongoing basis.

Result

The implementation of DQ-Labs improved data governance and increased visibility into data operations.

Improved data quality:

The data quality tools and processes provided by DQ-Labs ensured that client had accurate and consistent customer data.

Consistent data definitions:

The data catalog provided a single source of truth for data definitions, leading to more consistent data across the organization.

Increased efficiency:

The real-time visibility into data operations provided by DQ-Labs enabled them to identify and resolve data issues more quickly and efficiently.

With the help of the DQLabs platform, client's data stewards, data/business analysts, data engineers, data scientists, and other lines of business data consumers can find and understand relevant datasets to extract business value.

Our platform enables the organization's users to leverage self-service analytics, realize value from the Snowflake data warehouse, and ensure cybersecurity and data privacy.

Our platform acts as the one-stop solution for data analytics use cases to enable the organization to become more data-driven.

About

DQLabs is the Modern Data Quality platform that enables organizations to observe, measure, and discover the data that matters. With an automation-first approach and self-learning capabilities, the DQLabs platform harnesses the combined power of Data Observability, Data Quality and Data Discovery to enable data producers, consumers, and leaders to turn data into action faster, easier, and more collaboratively.



See DQLabs in Action

Let one of our experts show the combined power of Data Observability, Data Quality, and Data Discovery to deliver data relevance.

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🌐 dqlabs.ai

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