Cloud-First Strategy Helps Utility
Embrace the Future

Scottish Water
Always serving Scotland

The Shape of Scottish Water

A UNIQUE UTILITY

The Only Publicly Owned Water Utility in Great Britain

242 Water Treatment Sites
1,826 Waste Water Treatment Sites
304M Gallons of Drinking Water Provided
2.5M Households Served
153K Business Customers

To stay competitive and maintain customer satisfaction in a highly regulated industry, Scottish Water decided to modernize and unify the business on a single technology platform.

Scottish Water was relying on a 15-year-old customized legacy system that created key challenges to business. The utility needed to automate operations and re-imagine customer service in order to evolve into a future-ready enterprise.

REVITALIZE customer experiences

DRIVE operational and cost efficiencies

COMPLY with regulatory mandates

MODERNIZE customer service

INCREASE agility

IMPROVE data visibility and insights

> "The big win comes when we can take costs out of running all our processes for customers across the organization."
> — Brian Strathie, Group Financial Controller, Scottish Water

A SMARTER STRATEGY

Scottish Water didn't just go with the flow. It decided to implement a big idea.

- Replace a complex and highly customized legacy system and move to the cloud in order to meet business and customer expectations and become more agile.

- Leveraging Oracle Cloud and Tata Consultancy Services, the utility built a winning team to achieve an end-to-end cloud journey and transform front- and back-office operations.

ORACLE
Enterprise Resource Planning Cloud

ORACLE
Utilities

LEVERAGING ECOSYSTEM of suppliers and customers through a cloud-based collaborative platform with deep intelligence

DELIVERING MASS PERSONALIZATION for better customer segmentation to respond to individuals' needs

CREATING EXPONENTIAL VALUE by driving faster time to market and shorter billing cycles, powered by automation

EMBRACING RISK Adapt and adopt a culture for agile business transformation

SCOTTISH WATER DOVE IN

You can't cross the sea by staring at the water. Scottish Water had to dive in — and the results speak for themselves.

OPERATIONAL COST REDUCTION

10% Optimization in people resources (over 2 years)

15% Lower whole-life cost of the technology estate

ACCOUNTING

40% Faster book closing time (2 days)

CUSTOMER CARE

85% Fewer formal customer complaints

21% Increase in customer satisfaction

10% Lower abortive customer visits

TAKEAWAY

By connecting all its apps and data on a common cloud platform, Scottish Water is serving customers faster, reducing costs, and managing public resources more wisely. Today, Scotland's water is flowing better than ever before.

To learn more about Scottish Water's journey to the Oracle ERP Cloud watch **this video**.