

Turning unreliable HSE data into decision-grade insight in a global utility

Converting unreliable data into trusted insight for risk-based decisions

A global utility company seeking to improve safety performance by addressing unreliable and inconsistent HSE data.

The challenge

The organisation relied on HSE data to guide safety and environmental decisions, yet the data itself was unreliable. Reporting was inconsistent, key fields were missing, and data was not standardised across sources. As a result, leadership lacked clear visibility into risk exposure and struggled to distinguish between minor issues and high-consequence risks.

Gaps emerged between reported data and actual conditions in the field. Without trusted, high-quality data, the organisation was unable to generate actionable insights or confidently prioritise safety interventions.

The approach

dss+ deployed the dss+360 digital platform to improve data quality and enable more reliable, real-time decision-making. Using AI-enabled data processing, the platform cleaned and structured raw HSE data, significantly reducing the noise-to-risk ratio and improving the accuracy of insights.

Data-driven findings were combined with in-field coaching and observations, allowing discrepancies between reported and actual risks to be identified and validated. In parallel, the platform assessed the effectiveness of safety controls, providing a clearer view of risk exposure across operations.

This integration of digital analysis and operational insight transformed data from a passive reporting tool into a reliable foundation for proactive risk management.

Impact on the ground

Improved visibility into risk profile and effectiveness of safety controls

Clear identification of gaps between reported data and actual field risk

Greater confidence in decision-making and prioritisation of safety actions

The inflection point

“Data only creates value when it can be trusted. By improving data quality and combining it with operational insight, organisations can move from reporting issues to actively managing risk.”

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