

L&Q

L&Q Group

Data migration is rarely straightforward, but partnering with Experian is

L&Q, one of the UK's largest housing associations, focuses on developing affordable homes, managing properties and supporting communities. To handle their extensive data estate, and with ***40% of all data migration projects experiencing budget overrun and delays due to poor data quality**, L&Q enlisted the expertise of Experian Data Quality to ensure excellent results.

Challenge

In 2022, L&Q began their data migration journey, concentrating on two main areas:



Introducing and migrating data to a new Housing Management system



Transferring two core finance systems with over 15 instances, into a single cohesive solution

Due to the combination of multifaceted processes in place, this project was far from straightforward, and as such, to ensure the best outcome, L&Q enlisted the expertise of Experian.

“We did not have the internal capability available to do this to a high standard and so I was glad that we had Experian there to help navigate the complexity.”

Scott Markham,
Director of Transformation and Change, L&Q

Key priorities

1

Data integrity - L&Q needed to ensure all property and finance data was accurately loaded to avoid operational disruptions.

2

Minimising disruption - Minimising downtime at the go-live was crucial to maintain continuous service to tenants and stakeholders.

3

Compatibility - L&Q needed to ensure the new systems could handle data from old platforms correctly and efficiently.

4

Security - Protecting sensitive tenant and financial data during migration was vital.

Solution

Making data work for businesses with big ambitions is core to Experian Data Quality. Hence, L&Q undertook a full data cleanse to ensure only high-quality data was loaded into new systems.

- **This step laid a strong foundation for future success through mitigating potential data issues.**
- **Which, in turn, ensured the team had the capacity to handle any operational problems post-launch.**

The project utilised Experian's Aperture Data Studio which identified several data quality challenges. If unaddressed, these could have jeopardised the success of the migration.



Missing data



Contradictory data



Duplicate data



Incorrect
lookup value



Invalid characters



Invalid format

If we hadn't performed extensive data cleansing, much of the data wouldn't have been successfully migrated"

Hannah Rixon, IT Senior Project Manager, L&Q

Experian and L&Q became united as one team, working towards the shared goal of an outstanding migration. This was fuelled by:

Commitment to client success

Experian provided 24-hour support during demanding periods, ensuring L&Q faced limited business disruption.

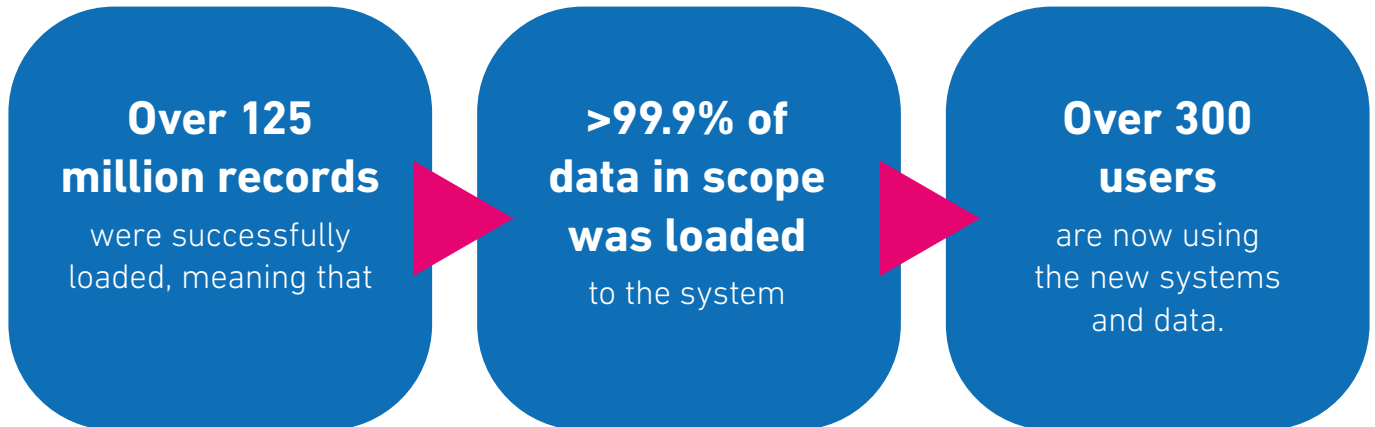
Being the trusted adviser

Experian attended L&Q's internal meetings, advocated for decisions and supported the team wherever needed.





"I've worked on many migration programmes, and data is usually the most challenging part. However, this programme was well-managed and collaboration was excellent, so it wasn't a concern at all."

Georgina Hendley,
Head of Transformation, L&Q

Results



Through loading such a high proportion of data, L&Q were able to achieve their key priorities:

-  **Data integrity**
Over 125 million records were loaded as part of the migration, with a success rate of almost 100%.
-  **Compatibility**
Through partnering with source and target platform providers, the migration team ensured that loaded data was fit for purpose.
-  **Minimising disruption**
The migration cutover process was reduced from weeks to hours, minimising potential operational impacts. Through partnering with source and target platform providers, the migration team ensured that loaded data.
-  **Security**
Throughout the whole project, data security was a consistent focus. End-to-end, security was up-held.

“We would happily work with Experian in the future and recommend them to others.”

Scott Markham,
Director of Transformation
and Change, L&Q