Kiwa has designed and built several data collection systems for government, energy suppliers and trade bodies.

We use mobile-friendly surveys and web-based portal, allowing remote/home workers to use their existing devices to securely record data, reducing cost and accelerating implementation. Our specialist expertise in the energy industry allows us to tailor each system to the client's need, and use machine learning-powered processing and automated error checking to deliver real-time feedback to users. In many cases this involves delivering risk-based safety alerts directly to the user inputting the data, reducing the need for them to re-visit properties to address issues at a later date. Project managers can track the progress of a project using interactive dashboards, with all data stored securely in the cloud, providing user access control and encrypted data transfer as standard. We also allow our clients direct data access to raw data and can configure APIs for automated data transfer, allowing customers to remain in control of their own data.

Projects include:

- Design and deployment of a portal to collect gas appliance safety data across thousands of properties on behalf of an energy supplier. The portal was used across multiple geographically separate locations, with remote engineers inputting data on web-enabled devices and managers tracking their progress daily. Traffic-light warnings were displayed live to the engineers to indicate if, based on their responses, additional work was required. The project provided data to a safety case for changes to gas safety regulations in the UK.
- Design and management of a gas-safety incident tracking tool deployed to teams across multiple energy suppliers, on behalf of UK Government. The tool required complex workflows to ensure scenario-specific data was collected accurately. Training was provided to engineers to guarantee their understanding of the project objectives, and machine-learning was use in the processing of data entries, to enable similar responses to be classified. Statistical techniques were used to extrapolate the findings of the sample to the wider UK population.

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Design, build and management of a web-based application portal, allowing trade body customers to make technical submissions to an approval scheme. Allowing customers to upload their own test data and supporting evidence, the portal performed automated checks before sending submissions for manual technical review. An integrated secure messaging system allowed for two-way communication between customers and reviewers throughout the process. Accepted submissions were made available to a public-facing website via an API.