Quantity Surveyor Remains Responsive Despite Data Explosion

RILEY CONSULTING RELIES ON NEWFORMA SOFTWARE TO MANAGE QUALITY AND IMPROVE CLIENT SERVICE.

Established in 1890, Riley Consulting has built its construction and property consultancy on a record of responsive service, on-time project delivery, and cost management. But a 21st-century explosion of digital data threatened to undermine those strengths.

Booming project data comes in many forms: new government mandates, field consultants armed with mobile devices, and an exponential growth in project email. How could the company turn those factors into strengths instead of threats?

Riley implemented Newforma® Project Center to streamline email management – and quickly realized the broader benefits of an intuitive project information management platform.

Riley personnel are now able to tap information from tablets in the field, search and archive emails on the fly, find project information quickly, and remain confident they’re accessing the most up-to-date documents.

Partner Andrew Turner said, “We’ve written Newforma into our project execution plans. It’s at the center of the way we do business.”

WHAT ONCE TOOK TWO HOURS NOW TAKES 10 MINUTES.

Partner Andrew Turner is one of the Riley executives looking for better ways to deliver the firm's services. “We were in desperate need of an email management system when we came across Newforma. We immediately saw that it not only ticked that box, but it also did so much more.”

Other project information management functions include file management and sharing. “It tracks all the uploads and downloads, and records file revisions,” Turner said.
A COMMON DATA ENVIRONMENT FOR BIM PROJECTS

“With building information modeling (BIM), the amount of data we share with our partners and the frequency of revisions has skyrocketed,” Turner said.

Some of Turner’s colleagues turned to personal cloud storage solutions like Dropbox. “That was scary. There was no audit trail, no accountability when files were deleted.”

Riley now employs the Shared Folders feature of Newforma software to exchange files in a way that captures audit trails linked to record copies. “Our contractors and consultants all use it to collaborate, saving the cost of an external extranet like 4Projects or BIW.”

INTEGRATED APPS FOR OFFICE-FIELD INTEGRATION

Turner says, “I don’t carry any paper around. Ever.”

Riley finds substantial power in Newforma’s integrated apps. Riley personnel were using disparate apps to capture information at project sites, requiring duplicated data entry into office software.

Turner provided an illustration: “We had used another app on a project, but it stored its information in its own cloud. When we saw the Newforma apps integrated with the application used at the desk, we were convinced. The Plans app on the iPad is my favorite.”

Turner continued: “In the field, I record everything on the Field Note app to create my daily site reports. Because the data automatically uploads to the software at my desk, I can create a Newforma Action Item for anything that needs to be dealt with. One of the best things is the way Newforma links related tasks.”

By improving the process by which defects are logged and passed on to the client, Riley produces reports in 10 minutes that once took up to two hours.

REDUCING ADMINISTRATIVE BURDEN FOR REPEAT BUSINESS

Riley garners frequent repeat business, often handling multiple projects for the same client.

“We use Newforma software to manage each client’s standard project specs, cost reports and other documents,” Turner said. “It cuts down on administrative tasks and errors. All in all, Newforma is an important contributor to ongoing client relationships.”

Challenges?

• Manage explosive email growth.
• Maximize the value of a recently launched mobile tablet program.
• Minimize wasteful reporting delays.
• Eliminate costly project extranets.
• Ensure employees are working from current project information.

Results?

• Responsiveness has risen.
• Double-handling of data has dropped.
• Collaboration has improved.
• Accountability has risen.
• Confusion and disputes have dropped.