

# Reducing Time to Process RFIs

**Case Study: O3's structured RFI process has aided in RFI resolutions as quickly as one day**



## The Challenge: Manual RFI Management

RFIs were being managed using email chains and Excel spreadsheets. This would typically take several emails over multiple days to resolve with no clear indication of who was responsible

## The Solution: O3's RFI Tool

O3's RFI tool allows users to quickly create and attach all documentation needed to support the information request. RFI status and user assignment can ensure users are called to action and help identify bottlenecks throughout the RFI lifecycle. Designated fields for the owner and engineering company to respond allows users to see recommendations and resolutions easily and clearly. No more scrolling through never-ending email chains.

## The Results: Reduced Time to Process RFIs, Some in Less Than 1 Day

A longer period between RFI creation and resolution typically results in money lost for owners and leaves contractors without clear direction. The move to a digital platform makes responding to RFIs a breeze for engineering firms and ensures all supporting documentation is included in the RFI. All parties should be highly invested in making sure RFIs are resolved as quickly as possible.

**"I've noticed significant improvements in workflow and resolution time since transitioning RFIs to O3."**

-- Workface Planner, Operating Facility

## Project Overview:

O3 Solutions partnered with a chemical Owner / Operating facility on a megaproject to improve their project, maintenance and turnaround processes.

The screenshot shows the O3 RFI tool interface on a tablet. The interface includes a header 'RFI' and a 'NAME' field with the value 'What is the Outer Diameter of Tag #19583919?'. The 'RFI STATUS' is set to 'Engineering Review Co'. The 'DESCRIPTION' field contains 'Information needed to properly plan workfront access and lifts - currently unspecified.'. The 'ASSIGNED TO USER' is 'N/A', the 'DUE DATE' is '05-JAN-2021', and the 'PRIORITY' is 'Medium'. The 'CONTRACT' is 'CON-0101' and the 'COMPANY CONTACT USER' is 'N/A'. The 'Construction Review' section shows 'SCHEDULE IMPACT (DAYS)' as 'N/A', 'COST IMPACT' as 'N/A', and 'RESPONSIBLE ENGINEER' as 'N/A'. The 'REASON' field contains 'Clarifications of specifications or drawings' and the 'RESOLUTION' field contains 'Approved'. The 'COMPANY RECOMMENDATION' field contains 'Forward to Engineering for further specification'. The 'Engineering Review' section shows 'ENGINEERING RESPONSE' as 'Outer Diameter Should be 10". Isometrics drawings will be updated to reflect this information.' and a checked box for 'DOCUMENT REVISIONS REQUIRED'. The 'Final Recommendation' section shows a checked box for 'Click to add Final Recommendation' and a 'SAVE' button at the bottom right.

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