

R.V. Anderson Associates Limited

Information is flowing and
accessibility is the key to success

QUICK FACTS

Industry

Services: Engineering and research

Revenue

US\$ 23 Million

Employees

200

Headquarters

Toronto, Ontario (Other offices in
Ottawa, Niagra, ON and London, ON)

Website

www.rvanderson.com

Inmagic Products

Presto

R.V. Anderson Associates Limited (RVA) has been engaged in the provision of professional engineering, operations, and management services since 1948. The organization comprises environmental and infrastructure specialists for water, wastewater, transportation, and urban development. The company is owned by its principals and associates, providing services to public and private sectors in Canada, and internationally.

Business divisions and affiliates include Anderson Operations Inc., Dennis Consultants of Sudbury, Ontario; Touchie Engineering of Moncton, New Brunswick; and Hydro-Com Technologies of Fredericton, New Brunswick.

- **The core challenge:**
Timely, accurate information access to drive lower costs associated with re-creating and re-capturing knowledge
- **The solution implemented:**
Inmagic® *Presto*
- **Overall result or benefit from implementing Inmagic software:**
Increased access to engineering expertise and knowledge has led to increased individual and organizational productivity

Key Challenges

- Growth required annual archive of over 260,000 CAD drawings, proposal and project documents
- Needed more powerful and extensive search capability
- Wanted to eliminate duplicate information across company
- Required corporate wide access to information assets, across many geographies
- Wide range of internal & external assets in information silos

Financial and Strategic Benefits

- Improved operations due to ease of access to critical information assets
- Intellectual capital is captured before senior staff retire
- Lower Total Cost of Ownership through reduced reliance on IT

Why Inmagic Was Selected

- Easy storage of and quick access to all proposals, project plans, CAD drawings, digital archives etc.
- Supports all file types, including AutoCAD, .pdf, Word, Excel, .jpg, .mpg, many more
- Supports very large file sizes
- Enables knowledge sharing across departments and geographies
- Easy-to-use, intuitive administrator and user interfaces

Organizational Benefits

- Single global solution
- 90% usage across all regions
- Saves time – up to 30% individual productivity improvements
- Scalable platform to expand information sharing

Operational Benefits

- Increased individual and organizational productivity
- Centralized intellectual capital
- Expanded knowledge capture and sharing across generations and regions
- Improved time required to find valuable information assets
- Decreased time to deliver proposals/pre-sales services



Inmagic *Presto* Case Study

Industry: Engineering and research

INMAGIC®

“...Searching and identifying material that will support a project is significantly easier and the proof is with the 90% employee usage and up to 30% improvement in individual productivity across RVA.”

Terri Zimmer, MCIS, MBA
Supervisor, Information Management
R.V. Anderson Associates Limited

Building worldwide Operations

With business divisions and affiliates including Anderson Operations Inc., Dennis Consultants, Touchie Engineering and Hydro-Com Technologies RVA is continuing to grow its operations internationally. To expand the knowledge required to respond to proposals and manage projects more efficiently, the company wanted one central repository for all its knowledge company-wide. The company recognized its need to share knowledge between divisions and project teams to reduce the costs associated with re-creating and re-capturing knowledge. A knowledge management solution was the answer to bridging the need for inter-departmental and cross-regional information sharing and collaboration, and building a system that allowed information to flow across regions and generations of staff.

Expanding information flow

After evaluating many knowledge management solutions from a number of vendors, RVA selected the Inmagic *Presto* application to support their knowledge management needs. Extensive support for all file types used by engineers (examples being AutoCAD, Word, pdf, Excel and many others) and an easy-to-use browser interface helped drive the decision to select Inmagic *Presto*.

Much like the RVA customer projects, this knowledge management implementation was planned and executed according to a defined set of objectives. It consisted of two key factors; a wide-reaching rollout and a strong foundation of planning and design to support the project. RVA planned a very straight forward rollout with behind the scenes investments put into the design of the knowledge database. The project team was staffed with information management experts

who could speak for all the various groups and project needs to insure the knowledge sharing and interface would accommodate everyone.

Establishing one platform for knowledge across all regions

RVA's multimillion dollar projects are typically large and complex – with many consultants working on various project-related activities from multiple locations. Today, RVA manages all knowledge sharing required to support these projects with the Inmagic *Presto* solution. Team members across the Canada, and internationally, now have instant access to critical information and this helps RVA meet its high quality service objectives for projects worldwide. Additionally, RVA can scale to accommodate more projects, additional personnel and newly acquired organizations.

Integrating the silos of information addresses a critical element of RVA's operations – knowledge sharing. Employees have a range of expertise in projects such as building waste water plants, bridges and buildings. The ability to share information across regions and generations enables project teams to react quickly and develop the necessary designs and plans to support projects on time and within budget. The problems associated with a retiring and geographically dispersed workforce are greatly alleviated by providing quick, convenient access to this information.

The knowledge management success is self evident. Engineers and consultants who previously placed phone calls or emailed requests to engineers and information managers now access the volumes of content directly through a web portal page. Searching and identifying material that will support a

project is significantly easier and the proof is with the 90% employee usage and up to 30% improvement in individual productivity across RVA. No other tool has been as widely distributed, adopted and embraced as the Inmagic *Presto* solution. This solution provides a medium to share the engineering expertise of the firm's staff, who are the backbone of the company, streamlining the research and design process along with bridging the information gaps across regions by putting critical knowledge in the hands of the engineers in the field instantly.

Constructing the future

Communities of practice have now been established at RVA. These groups help maintain the bridges established between the different divisions and are providing feedback for future initiatives. The platform provided by *Presto* is now growing to incorporate a true Social Knowledge Network, where new capabilities in *Presto* that enhance the quality and relevance of the information are being adopted. Social technologies such as blogs, comments, ratings, tags and more enable these communities to collaborate more closely, further improving their individual as well as the organization's productivity. The partnership between RVA and Inmagic is a strategic one. This solid foundation combined with the ongoing expansion of the solution are both strong and reliable. RVA stands on it today and will continue to invest in *Presto* moving forward as it looks to incorporate a competitive intelligence solution providing the company and engineers with the best strategic solution to achieve their knowledge management objectives.

For more information on Inmagic® *Presto*:

Contact Inmagic sales at 800.229.8398
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INMAGIC® Enabling Social Intelligence

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