Revolutionizing
Operations

A Prominent Environmental
Engineering Firm in the U.S.

An environmental engineering company's RFP response reimagination from 2 weeks to 2 days with

SG Analytics' AI-powered Solutions

The Backstory and the Business Challenge

Our client was facing significant challenges in their RFP response process. Despite having vast repositories of RFPs from government and private agencies, the firm struggled with several inefficiencies.

Crafting responses required a significant amount of time from senior engineers, taking over two weeks on average. The success of RFP responses depended heavily on individual knowledge, with little organizational knowledge. Information related to people availability, licensure, and other critical factors was scattered across various departments, making it difficult to access and utilize effectively.

SGA Approach

SG Analytics took a comprehensive, human-centric approach to developing the AI-powered 'Co-Pilot' for our client, focusing on not only automating workflows but also fundamentally transforming how the company approached its RFP response process.

The journey to this solution involved several critical steps:

STEP 1

Understanding the core challenges

Through extensive consultations with engineering teams and key stakeholders, we identified the primary pain points: time-consuming manual tasks, fragmented information across silos, reliance on individual knowledge for crafting responses. The answer? Streamlining the existing workflow would not address the root causes.

STEP 2

User-centered design

Rather than imposing a top-down technology solution, we adopted a user-centered design approach. This involved conducting detailed user research to understand how engineers interacted with information in real-time and tools used during each step of the RFP process.
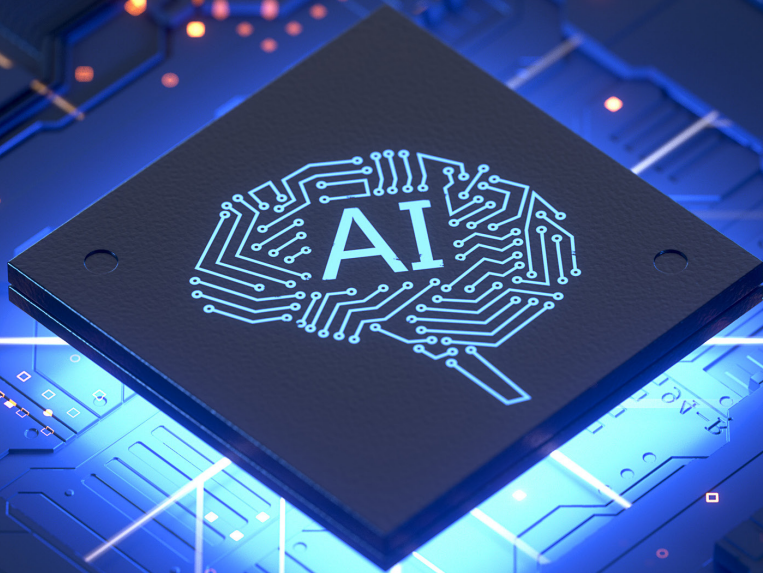
STEP 3

Creating a digital 'Co-Pilot'

With these insights, we envisioned an AI-powered 'Co-Pilot' that would act as a virtual assistant, seamlessly integrated into the engineers' daily workflow within Microsoft Teams. This Co-Pilot wouldn't just automate tasks; it would enhance the engineers' capabilities by:

→ **Providing instant answers**

Engineers could query the bot about specific RFP requirements, regulatory guidelines, availability of certified personnel, etc. eliminating manual search through multiple systems or reliance on individual memory.

STEP 3 continued...

→ Leveraging organizational knowledge

By integrating data from various sources like SharePoint, Microsoft VIVA, ERP systems, and timesheet software, we ensured that the Co-Pilot could tap into the full spectrum of organizational knowledge. This allowed the AI to offer informed suggestions without hallucinations.

→ Drafting high-quality responses

The AI could also assist in drafting responses, drawing on data from past successful bids and current organizational capabilities to create well-crafted, persuasive submissions.

→ Building a robust data foundation

To enable the intelligent Co-Pilot, we knew that a robust data infrastructure was essential. We designed a comprehensive data strategy using Azure's 'One Lake' and Fabric offerings, which allowed us to consolidate and organize vast amounts of structured and unstructured data. This data was processed through a multi-layered approach, enriching it at each stage to ensure that the AI could make informed, contextually relevant decisions.

→ Iterative development and feedback

We adopted an agile development methodology, building the solution iteratively and incorporating feedback from the engineering teams at each stage. This ensured that the Co-Pilot was not just a tool imposed on the users, but a solution that evolved with their needs and enhanced their productivity in a meaningful way.

Impact Over Time

Transformative Impact on Operations

The introduction of the AI-powered Co-Pilot revolutionized the client's approach to RFPs. What once took weeks of manual effort was now streamlined into a seamless, efficient process, reducing response time to under a day.

Enhanced Decision-making

Engineers were empowered with instant access to critical information and organizational knowledge, enabling them to make better-informed decisions and craft higher-quality responses.

Ongoing Evolution

As part of the next phase, we are training the AI to assess 'response winnability' by analyzing patterns from past successful bids, further enhancing the strategic value of the solution.

About SG Analytics

SG Analytics, a Great Place To Work®(GPTW) certified company, is one of the leading investment research and analytics firms offering high-quality, end-to-end research solutions to global capital market participants. With presence in India, the UK, Europe, the US, and Canada, SG Analytics has been consistently meeting and exceeding customer expectations by its knowledge-based ecosystem and impact-oriented solutions.

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