

Ideagen PleaseReview supports major infrastructure projects across Eastern Australia

Patricio Muñoz is an experienced communication and engagement professional who has worked on a diverse range of major infrastructure projects across Australia, including Sydney, regional NSW, and Brisbane, Queensland. He has extensive expertise within the transportation, engineering, government, and education sectors and specialises in bringing people together and successfully delivering projects.



Some of the companies Patricio has worked for include:

- Tactix-Sener Group
- OMPS Hydro
- Inland Rail
- Transport for NSW

Keeping a constant pace

In recent years, Patricio has been involved with organisations such as Tactix Group, OMPS Hydro, Transport for New South Wales, and one of Australia's most exciting and significant infrastructure projects, ARTC – Inland Rail.

The Inland Rail project is a major infrastructure initiative that aims to transform the way Australia moves freight. The 1,700km rail project will connect Melbourne and Brisbane via regional Victoria, New South Wales, and Queensland, and foster long-term opportunities for businesses, industries, and regional communities.

Patricio's team required a secure, time-saving, and robust document review tool to manage the extensive documents that needed to be assessed and approved.

While engaged on Inland Rail, Patricio provided critical stakeholder engagement work across five individual projects in New South Wales and Queensland.

Delivering major projects isn't easy and involves a range of different internal stakeholders, including engineers, designers, environmental specialists, construction contractors, and executive staff. The large number of stakeholders contributing to such critical documents necessitated high levels of security and efficiency.

PleaseReview enhanced collaboration and data confidentiality between the various stakeholders. This allowed Patricio to ensure that documents were up-to-date, rigorous, and importantly, delivered on time.

Issues before using PleaseReview:

- The inability to manage documents effectively
- Time consuming document reviews/missing deadlines
- Review management headaches
- No version control
- Email chaos

Patricio's favourite PleaseReview features:

- Easily accessible no matter where you are
- Reminders given to the participants
- Stable and robust review environment
- Audit trail

Patricio's main challenges before PleaseReview

Before using PleaseReview, Patricio noted that it was difficult to assess lengthy technical documents and to ensure that every team member's view and feedback was captured.

Among the other challenges he faced were the following:

- **The need to review technical documents throughout a project's planning process:** The planning lifecycle for all infrastructure projects requires intensive document review before construction can begin.
- **The need to capture feedback across the organisation:** Internal stakeholders are often situated across regional and metropolitan Australia and can include engineers, designers, and environmental specialists.
- **The need to focus more on content over style:** Teams would often spend time focusing on structural integrity, font, and the overall look of a document rather than the content that matters most.



Thanks to PleaseReview, Patricio got a holistic view of all his projects, leading to a “collaborative environment that ultimately improved the quality of documents.”

Infrastructure development is a complex process. The planning and approval process for all Australian infrastructure projects is exceptionally rigorous and involves numerous planning documents that often have a large volume of pages and requirements including:

- A timely review and approval process
- Be of a high standard of quality
- Obtain approval from the appropriate government organisations

Planning documents cover a broad range of disciplines, incorporate data, diagrams, maps, surveys, and research, and involve contributions from a range of highly skilled specialists. Documents must be designed and delivered to a high level before being reviewed by relevant authorities and given the formal go-ahead.

PleaseReview provides organisations with newly found security on document reviews. It's a consolidated piece of software that speeds up the way you work

Patricio Muñoz, Communications and Engagement Professional

Effectively collating the input from multiple stakeholders is critical. The more stakeholders reviewing a document, the more factors to consider:

- The high volume of contributions
- Multiple comments
- Numerous proposed changes

For such mission-critical projects, a robust document review system is essential, designed to work in real-time while ensuring that nothing is lost, duplicated, or overwritten.

How PleaseReview solved Patricio's challenges

Throughout Patricio's time using PleaseReview, he has utilised the software to streamline and speed up ways of working across development, review, and approval for planning projects in construction. PleaseReview was able to save Patricio hundreds of hours by facilitating the input of multiple internal and external stakeholders during each stage.

PleaseReview is a game-changing solution

Patricio Muñoz, Communications and Engagement Professional

He reflected that planning documents for construction and infrastructure projects are very time-sensitive, and delays are costly as they run on tight schedules.

Using PleaseReview, Patricio has created more capacity for himself and his team. This enables them to meet deadlines more efficiently and deliver higher-quality documents in a shorter amount of time.

As Patricio pointed out, consistency of information is critical to the success of any project. It is impossible to meet a deadline if chapters or the entire document lacks consistent information. Even worse, it can delay a project significantly.

Challenge	PleaseReview's solution
Frustrating and time-consuming review and approval process	Simultaneous review and secure version control eliminate the possibility of lost or duplicate work
The need to be of a high standard of quality and regulatory compliant	Automatic reconciliation report captures all review activity, ensuring compliance with industry and regulatory standards
Obtain approval from the appropriate government organisations	Invite third parties to participate in a review with ease and restrict their access to sensitive data
The high volume of contributions	A stable environment for a high volume of users to work simultaneously
Multiple comments	Other reviewers cannot overwrite or erase changes and comments
Numerous proposed changes	Easily accept or reject changes within a single version of a document in a transparent manner
Lack of focus	Scheduled reminders sent from PleaseReview at pre-specified intervals

Top benefits provided by PleaseReview to Patricio's teams

- Accountability
- Ensure projects are collaborative
- The flexibility of reviewing on the go
- A comprehensive overview of all projects
- Improved efficiency
- Teams were able to easily collate feedback
- Timely and on-track completion of projects
- Compared to manual processes, PleaseReview provides an average cost saving of 35%
- It has been proven to reduce document review time by up to 65%

Improve review process efficiency with Ideagen PleaseReview

Your cost-effective solution for document review and co-authoring. Work anywhere. Get that precious time back. To find out more, contact us at info@ideagen.com