

Pinellas County

How Masterworks enables one of Florida's largest counties to deliver the infrastructure their public expects while managing a growing capital improvement plan

CASE STUDY

Pinellas is Florida's second-smallest county in terms of area, but with an annual budget of almost \$135 million for infrastructure and facilities, it is a heavyweight in capital program delivery. More than 3,100 employees work for the County. At any given time, at least 100 active capital improvement projects are underway, ranging in scale from small sidewalk repairs to major highway construction. As a major county with a growing CIP budget, Pinellas needed a strategy to manage an expanding construction load without significantly increasing their staff of estimators, inspectors, and administrators.

Customer Challenges

- Pinellas desired a configurable solution tailored to suit their specific needs, resulting in streamlined operations, better management reporting to support executive decisions, and the ability to scale as the County grew.
- The County's previous contract management process was adequate but cumbersome and lacked automation and sophisticated reporting capabilities, which they urgently needed. The complexity of managing their program this way dominated much of their time and effort.
- A major challenge the team faced was the large amount of back-and-forth during each stage of the estimation, bidding, and contracting process. Too many manual steps left them open to individual errors and rework.
- Additionally, generating pay applications for contractors was time-consuming as there was no single repository providing information on contracted work and all associated change orders.

Masterworks at Pinellas

- In the County's search, they prioritized a vendor who could address their needs with an advanced, web-based platform. The team invited four potential partners to demonstrate their proposed solution in detail.



- Annual budget of **\$135 million**
- Estimated population is **978,872** (2021 census)
- Located on the west-central coast of the state of Florida
- Part of the Tampa-St. Petersburg-Clearwater, Florida Metropolitan Statistical Area
- The County has a total of **104** active Public Works capital improvement projects in 2022



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- After a thorough due diligence process in which all major stakeholders contributed specific guidance and weighed in regarding critical features for the system's specifications, the County selected Masterworks as the leading capital program management solution to help deliver their infrastructure program.
- It was decided that Aurigo best grasped the County's requirements and possessed the most experience with taking an established, off-the-shelf product and configuring it to the specific needs of a public sector agency.
- The County's implementation began in March of 2007, and Pinellas and Aurigo have had a robust partnership ever since.

Impact



Time and resource savings: The Pinellas team quickly experienced time savings as a result of automating their contract management and daily inspection processes. Having an organized, consistent project delivery method has allowed Pinellas to successfully deliver more work with the same team.



Faster information retrieval: Masterworks helps the Pinellas team anticipate and respond to inquiries from consultants and contractors by providing greater visibility into the end-to-end contract management process.



Increased transparency: Better access to critical project information—including work records, completion status, and financial reporting—means the right stakeholders always have the right data at their fingertips.



Real-time updates: The team benefits from having real-time information around daily reports, contracts, change orders, and pay estimates, thus boosting field-to-office communication and reducing revisions.



Significant improvement in processes and savings were measured across five areas: Information management • Financial records management • Reporting • Automation of business processes • Risk management

Business Processes Automated:

- Project Requisition and Approval Process
- Budget Management
- Project Status
- Contract Management
- Change Order Management
- Pay Application Process
- Field Inspection



We are looking forward to realizing the full benefits from our partnership with Aurigo. We know it is going to bring considerable efficiencies to our overall process and help us better meet customer requirements. This solution will help our team to anticipate and respond to customer demand more effectively by bringing greater visibility into the contract management process."

Pam Schuler,
IT Director, Pinellas County



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