

Tampa Bay Water

How Masterworks helps provide high-quality drinking water to 2.5 million citizens

CASE STUDY

As the largest wholesale drinking water supplier in the southeastern United States, Tampa Bay Water was seeking to transform its capital program and deploy over the cloud. The agency's mission seems so simple—to reliably provide clean, safe drinking water to the Tampa Bay region now and for future generations. In reality, it's a complex process that relies on Masterworks to integrate its cross-disciplinary teams and data to ensure a continuous flow of water to its residents.

Customer Challenges

- Tampa Bay Water's project, program and contracts data resided in a homegrown solution and many dispersed and non-integrated systems.
- Relying on multiple systems was causing the agency to duplicate effort among staff and left them prone to errors when entering and tracking project data.
- These methods had become inefficient, as they were unable to view financial forecasts, weren't fully integrated, and didn't provide enough functionality to efficiently manage projects.
- Without a single source of data and consistent information for management to use in decision making and oversight, choices were being made on fragmented, incomplete and/or outdated information.

Aurigo Masterworks at Tampa Bay Water

- One of Tampa Bay Water's chief objectives was to overhaul its reporting system, so Aurigo Masterworks' robust Document Management module was deployed over the cloud. In the Document Management module, hundreds of standard reports are available and were configured so that users can see their preferred level of detail, whether a dashboard overview or a drill-down to the granular level of detail; whether out-of-the-box or ad-hoc.
- In 2013, the agency started looking for a system for capital project planning, scoring and justification. After evaluating multiple solutions



- Has an annual budget of **\$182.8 million.**
- Provides water to **2.5 million people** in the Tampa Bay, Florida region.
- Serves **Hillsborough, Pasco and Pinellas** counties and the cities of **Tampa, St. Petersburg, and New Port Richey.**
- Spans over **2,000 square miles** to deliver drinking water at an average rate of **171,000,000 US gallons per day.**



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as part of its RFP process, Tampa Bay water chose and implemented six of Masterworks' products to streamline their end-to-end capital improvement program lifecycle.

- Aurigo replaced a collection of old systems, including MS Office, SharePoint, InfoPath, Project, Office 365, as well as homegrown reporting tools that had been pieced together over the years.

Impact:



Mobile access capabilities: Sharing and updating information related to daily activities is seamless because access to the system is available through any web-enabled device. The ability to report on project progress in real-time helps bridge the gap between the construction site and the boardroom and introduces a collaborative and more efficient way of work.



Improved customer service: All managers now have real-time visibility into approvals and milestones for each project, and they have eliminated their homegrown, error-prone access databases and spreadsheets.



Improved workflow processes: Workflow processes were defined and implemented, mitigating delays and providing real-time communication to the project team.



Time savings: With a single, trusted source of data, the team can quickly access the information needed. Role-based permissions, workflows between business units, built-in corporate templates, and integration with their current business and financial systems ensure the information they need is readily available in real-time.



Document management: Masterworks Cloud was integrated with the city's existing web portal, records management, and financial systems, giving teams a single solution for end-to-end capital project success.



Centralized database: Current and historical data can be viewed and stored in one location and archived according to Tampa Bay's records policy.

Business Processes Automated:

- Right of Way
- Capital Planning
- Contract Management
- Estimation and Bidding
- Capital Project Management
- Construction Project Management



We searched for a solution that would improve our reporting capabilities, cash flow analysis, and document storage. We also needed an integrated system to help reduce data entry errors from using multiple programs."

Maribel Medina,
Senior Professional Engineer,
Tampa Bay Water.



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