

CASE STUDY

MSA Sets the Stage for Digital Growth with Appia®

CHALLENGE

With more clients seeking sophisticated digital deliverables, MSA made finding a way to capture data digitally a top priority. A need for more consistent reporting and to eliminate redundant tasks also factored into the search for a solution.

SOLUTION

A centralized cloud database for cross stakeholder collaboration, production of digital deliverables, and process automation with Appia.

RESULTS

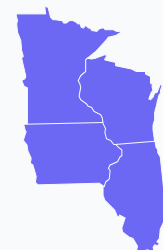
MSA experiences the following primary benefits when using Appia on public works projects:

- + Customizing reporting based on clients needs
- + Creating a consistent workflow for digital data entry
- + Reducing repetitive, manual tasks and increasing productivity

ANNUAL USE

Public works and transportation projects

Project Types



Office Location



Prioritizing Digital Data Capture

In Jaime Kurten's role as Digital Design Manager for MSA, she manages all of the efficiency and productivity software used by MSA's engineers. As such, she was heavily involved in the search for and implementation of a digital project delivery solution for the Wisconsin locations of the full-service engineering firm. So, why Appia?

After some exploration into developing a personalized app, MSA started looking for a more cost-effective solution for digital capture. Their

relationship with the Wisconsin Department of Transportation (WisDOT) pointed them towards the Appia service.

"We do a lot of work for WisDOT, so we're very familiar with [Infotech's] FieldManager® and Bid Express®. Being familiar with those tools, we moved towards looking at Appia. It seemed like a good fit with our familiarity with Infotech products and where we were looking to grow."



"We're beginning to see our clients request more digital records. We wanted to capture data in a more digital way to integrate it into some of the other GIS work we do, and ultimately asset management for our clients."

JAIME KURTEN
DIGITAL DESIGN MANAGER
MSA

MSA's desire for digital data capture focused on three areas:

DIGITAL DELIVERABLES

MSA wanted to capture project information digitally so they could provide digital reports to their clients and ultimately feed that data into a larger asset management solution.

TIME SAVINGS

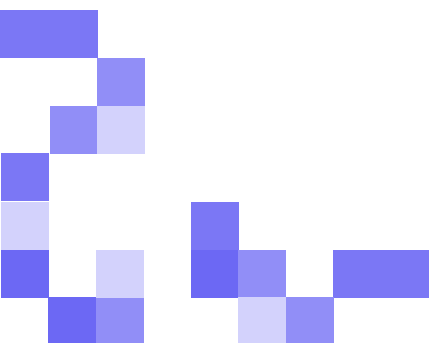
Capturing information through Mobile Inspector, the mobile field extension for Appia, eliminates much of the repetition and redundancy inspectors faced when returning to the office.

"They'd do their field notes and then they'd have to re-enter that data into whatever the deliverable document was. Appia streamlines this," said Kurten.

CONSISTENT REPORTING

Field processes often result in a wide array of notetaking, documentation, and record-keeping processes. With Appia, MSA can embrace a consistent workflow and entry process for easier onboarding and data analysis.

"I think consistency in reporting was a high priority, to get that out of a fieldbook or a PDF template and being able to capture that information in a more real-time, digital way," said Kurten.



Additional Benefits of Using Appia

MSA was able to tackle their primary goal of saving time and creating digital deliverables for their clients. In addition to fulfilling these initial goals, MSA experienced the following benefits:

Doing more with less

By using Appia alongside Microsoft Teams as their real-time project management solution for public works projects, the team at MSA is able to be much more efficient in how many projects they can handle.

“We’re able to do more projects and serve more clients. We can provide the same quality service because our staff is able to be more efficient with the work they’re doing,” said Kurten.

Quality control for data entry

During construction season, MSA usually has a lot of interns help with data entry. Having a consistent workflow with Appia, plus real-time access to the data, helps ensure it is accurate and captured correctly by the intern team. Project managers can review data and provide feedback instantly, creating a real-time mentorship and training environment to produce quality deliverables.

Building a foundation for growth

Capturing project data in Appia is just the beginning for MSA. With integrations and data types in Appia ever evolving, MSA plans on it being central to the future of asset management for their clients. The goal is to incorporate GIS and location data into Appia while potentially leveraging other Infotech software for one connected system.

“The next step for us is looking at Bid Express and seeing what the transition of bidding into Appia looks like as far as time savings. Just being able to leverage a tool like that for cost estimating and data processing, there are a lot of Infotech products that should be considered from an integration standpoint beyond just Appia,” said Kurten.

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Overcome the Challenges of Construction Administration and Inspection

Streamline your processes with a web-based, mobile-accessible service built on intuitive use and flexibility.

- + Create a consistent process for reporting and data capture
- + Eliminate repetitive data entry tasks
- + Incorporate project data into asset management solutions
- + Streamline public works project management and inspection

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