



\$20 million road project managed online: Smith Seckman Reid, Inc. and the Appia® service

Needs analysis: Consulting firm Smith Seckman Reid, Inc. (SSR) was selected to manage a complex, multi-year project that involved multiple funding sources and stakeholders. The project included road, bridge, railroad work and more.

Product implemented: SSR chose Info Tech's Appia® service since it is web-based, allows for real-time online collaboration and "live look-ins" for all stakeholders based on role. **Results:** SSR estimates saving the equivalent of one staff person on the project.

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"The Appia software allows us to be more efficient because we are able to keep inspectors in the field more, and provide the client with up to date information that they can access at their convenience."

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Chris Sweat
Construction Manager
Smith Seckman Reid, Inc.

When you are put in charge of a \$20 million project that is anticipated to have a long and lasting economic impact on the region, you need to get it right, on-time and on budget. That was the challenge for consulting firm Smith Seckman Reid, Inc. (SSR) when it signed on for the Veterans Parkway project just outside of Memphis in Millington, Tennessee.

The project involved the extension of the parkway to a three-mile, five-lane road with three bridges, including a rail-crossing bridge. It was the state's largest local programs project to date, and included the construction of 3.27 miles of five-lane roadway, 1,300 feet of bridges, two box culverts, a temporary cofferdam, 900 feet of noise barrier wall, a railroad crossing improvement, and two signalized intersections. The anticipated results were huge: improved access to interstate highways and an airport in a growing industrial hub.

It was clear from the outset that communication, collaboration and frequent client interaction on the project status were going to be essential.

To ensure success, SSR sought out a web-based construction administration application to assist in the project. Specifically, they were looking for ways to allow all roles - project managers, inspectors and stakeholders - to access project data from a web browser. The intent was to replace previous methods for such projects which typically included generic spreadsheets and cumbersome paper field books. The Appia® service from Info Tech, Inc. fit the bill.

Chris Sweat, Construction Manager for SSR, notes that moving from conventional methods was not easy, however. Info Tech did initial training that Sweat notes "went well."

"To get started, SSR chose several of our more 'tech-centered' engineers to learn the software and to transition their newer jobs from our old way to Appia," Mr. Sweat said. "Once this was completed, those engineers provided additional training to their inspectors and subs through several meetings and presentations."

As soon as users were familiar with the service, the benefits became apparent. The web platform was particularly key, since it allowed for all stakeholders to access live data, in real-time, at their convenience.

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The ROI on the service is very apparent to Mr. Sweat.

"The Appia software allows us to be more efficient because we are able to keep inspectors in the field more, and provide the client with up-to-date information that they can access at their convenience," he said. "The work the Appia software saves is equivalent to about one staff person."

Traffic moves freely in Millington, Tennessee today and the economic impact of the Veteran's Highway project is just beginning to take shape. Innovative thinking by SSR and an innovative product from Info Tech, Inc. are making this possible. •



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