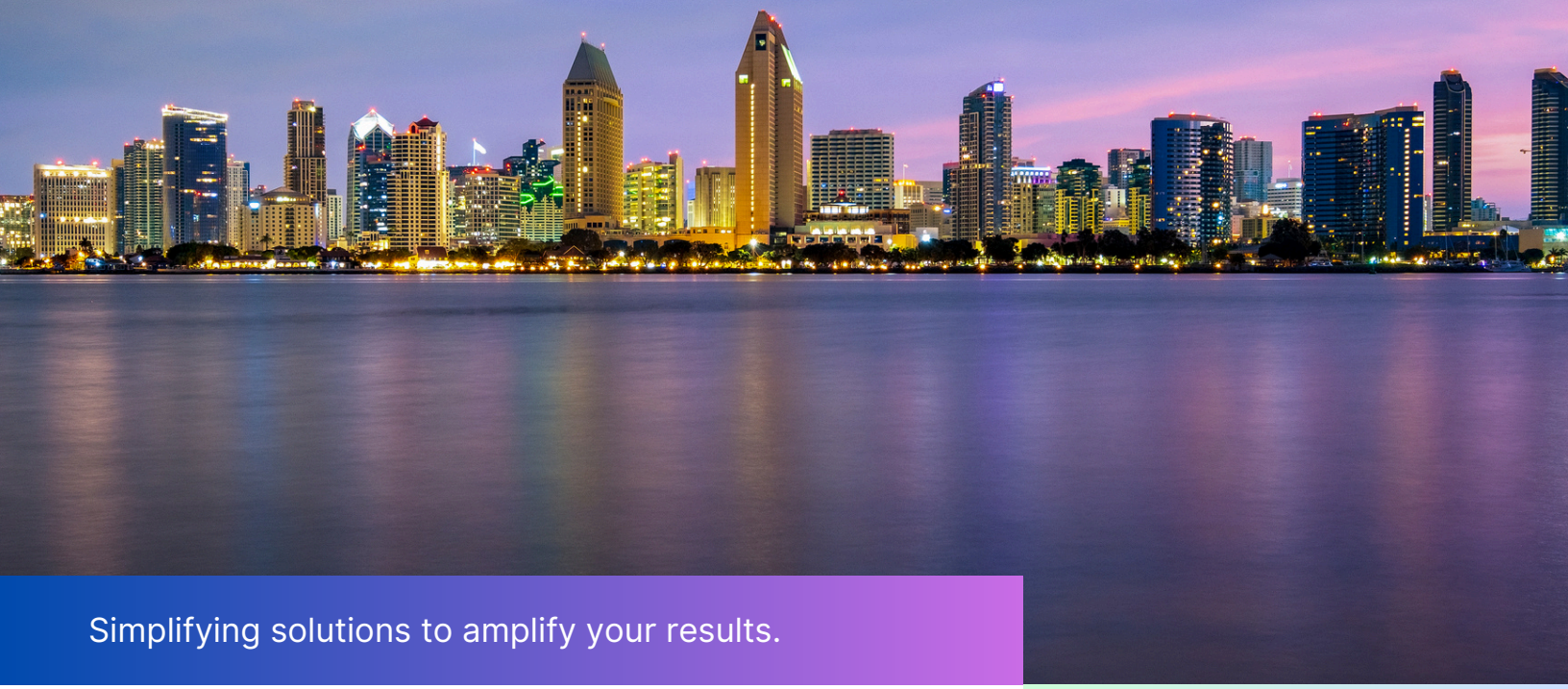
Modernizing Mobile Work Management for a Major U.S. City

Transforming infrastructure management through digitization, efficiency, and transparency.



Simplifying solutions to amplify your results.

We are experts in all stages of your SAP project life cycle, including strategy, implementation, optimization, and maintenance. An alternative to the large Tier 1 consulting firms, our agile, scaleable approach focuses on **optimizing** and **mobilizing** SAP enterprise functions.

Discover more at:
www.s4ait.com

“The modern user interface and seamless SAP integration made adoption effortless for our field crews and departments.”

Meet our client:

This large metropolitan city is responsible for managing a vast network of public infrastructure assets valued at over $9.7 billion.

Its responsibilities span utilities, transportation, and public works. Historically, the City relied on multiple departmental systems that were outdated and disconnected, resulting in inefficiencies, deferred maintenance, and growing capital project backlogs.

The challenge:

The City faced a number of pressing challenges:

- Disparate and outdated systems with no unified approach to asset management
- Aging infrastructure and mounting backlog of deferred maintenance projects
- Heavy reliance on paper-based processes, creating inefficiencies and higher costs
- Limited visibility and awareness of day-to-day operations
- Pressure to comply with state regulations and mitigate liability
- Growing demand to reduce the City’s environmental footprint

The City needed a mobile work management solution capable of integrating across departments, aligning with its existing SAP ERP and EAM systems, and creating a foundation for long-term asset optimization.

The Solution:

S4A partnered with the City to deploy BlueWorx, a Mobile Work Management Solution designed to:

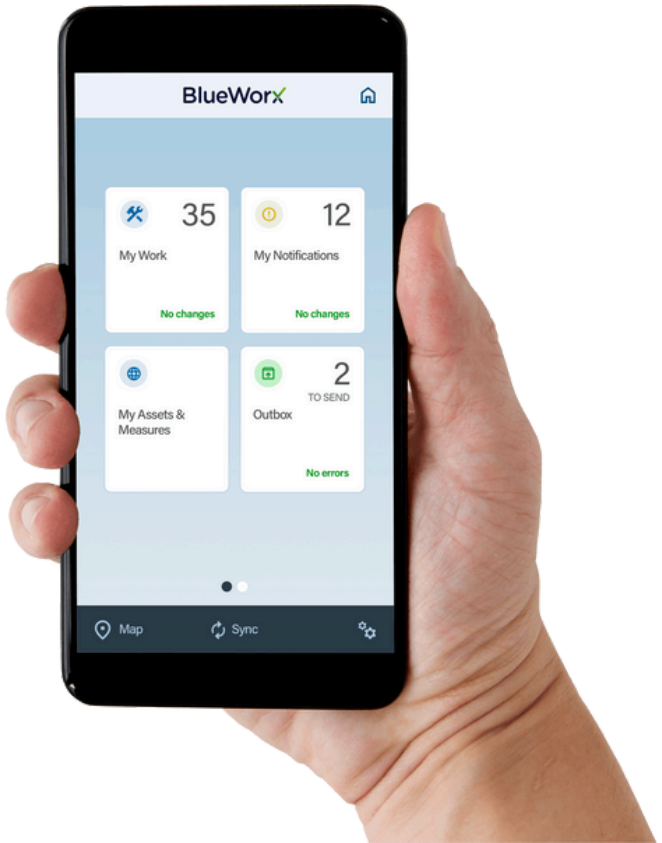
- Provide a modern, user-friendly interface for field crews and department staff
- Integrate seamlessly with SAP ERP, EAM, GIS, OpenText, and other enterprise systems
- Deliver five custom SAP SmartForms reports to support functional locations, equipment, notifications, work orders, and inspections
- Enable digital data capture to eliminate paper usage and enable holistic asset optimization
- Apply role-based SAP security for compliance and controlled access

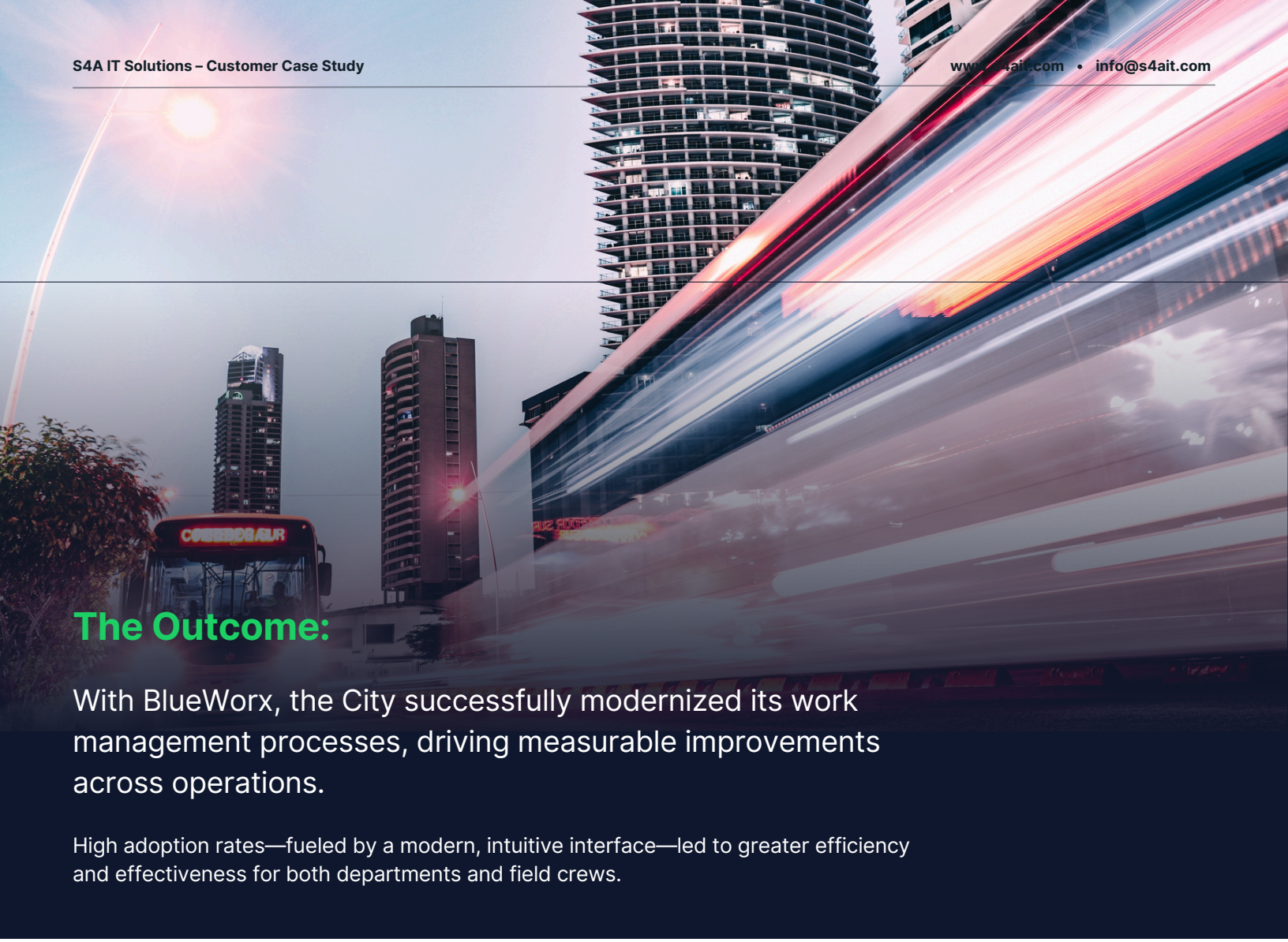
BlueWorx

Implementation was structured in three development sprints, supported by a cross-functional team of developers and subject matter experts.

Throughout the process, S4A collaborated closely with City stakeholders (which included General Services, Public Utilities, Stormwater, Transportation, and Information Technology) to ensure alignment with legal requirements and operational needs.

Book a demo





The Outcome:

With BlueWorx, the City successfully modernized its work management processes, driving measurable improvements across operations.

High adoption rates—fueled by a modern, intuitive interface—led to greater efficiency and effectiveness for both departments and field crews.

Increased visibility into day-to-day operations now enables better decision-making, while full compliance with regulatory requirements reduces liability risks. At the same time, the City has cut down significantly on paper use, directly supporting its sustainability goals.

This transformation has empowered the City to save money by reducing operational inefficiencies, improve service delivery to residents through more timely maintenance and repairs, and lay the foundation for long-term asset optimization across its $9.7 billion infrastructure portfolio.

“With S4A’s support, we’ve not only modernized operations but also set ourselves up for long-term sustainability and compliance.”

Ready to modernize your asset and work management systems?

Connect with S4A today to discover how we can help streamline operations, boost adoption, and drive measurable savings.

Book a demo

www.s4ait.com • info@s4ait.com