



## Case Study Overview

Jacobs Civil manages the construction of a billion dollar regional wastewater treatment plant for King County, Washington. The widely-known online construction management system prescribed for the project ultimately hindered productivity and required constant management intervention. With no way to automate processes dictated by the contract, and limited means to establish accountability, Jacobs management sought a better solution. Only Intellect offered the flexibility, customer control, speed of deployment, and workflow capabilities critical to Jacobs' exacting requirements.

## Company

Jacobs Engineering Group Inc. is one of the world's largest and most diverse providers of professional technical services. With annual revenues exceeding \$8 billion, Jacobs offers full-spectrum support to industrial, commercial, and government clients across multiple markets. Services include scientific and specialty consulting as well as all aspects of engineering and construction, and operations & maintenance.

## Challenges

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"There is no such thing as an off-the-shelf construction project," explained the project manager, Anthony Pooley. "Each is a one-off. There are lots of similarities, but every contract is specially written. Given that a lot of processes are dictated by the contract, trying to carry out and monitor a project with a rigid construction management system just doesn't work. Different clients want to do things differently, and the system must accommodate." "There are also lots of different contracting strategies - Design, bid, build; Design-build; Design, build, finance, and operate; and more. Different processes require a different structure to execute."

## Solution

Intellect's solution met the customer's full range of requirements which included:

- › Complete customization that precisely fulfilled the work requirements and approval processes of King County's unique contract
- › Rapid, seamless implementation, training and deployment
- › Powerful, flexible workflow driven by Jacobs and King County business rules
- › Responsive, conscientious and professional service

## Results

Intellect's system was successfully integrated and deployed into a live, billion dollar project, already under way. "In 2.5 months we have a system that is driving the project processes required to manage the contractors and construction of the Brightwater project true to the King County contract," Mr. Pooley shared.

"We estimate the system will save about a quarter million per year in management overhead. It reduces human error, miscommunication, and focuses everyone on the requirements of their roles." As an additional benefit, Intellect's standard prices saved on licenses, and equipped Jacobs to adapt and change their system independently, lowering total cost of ownership.