TOP PUBLIC WORKS ASSET MANAGEMENT SOFTWARE 2025

MAINTSTAR

Certificate

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This award is in recognition of **MaintStar's** stellar reputation and trust among customers and industry peers, evident in the numerous nominations we received from our subscribers. **MaintStar** emerged as the **Top Public Works Asset Management Software 2025** after an exhaustive evaluation by an expert panel of C-level executives, industry thought leaders, and our editorial board.

Awarded By

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MAINTSTAR | The Complete Solution for Modern Municipal Operations

Behind every well-run city, operations are split across two worlds. One ensures that infrastructure remains functional and safe. The other keeps daily administration running smoothly through permits, licenses and regulatory oversight. For years, these functions ran on separate systems that never spoke the same language.

MaintStar brings them together under one intelligent system.

While most providers specialize in either asset management or land management, no one matches MaintStar's dual strength. In a 'do more with less' municipal environment, it stands out by providing both Public Works Municipal Asset Management and Land Management software, equally powerful and top-tier. The result is complete operational cohesion, with every department aligned, every process visible and every task finished in days instead of weeks.

Established in 1984, MaintStar's vision was to support city, county and state governments in managing services that keep communities running. Four decades later, the same vision has culminated in its cloud-based, GIS-integrated platform that redefines how governments perform asset and land management and how citizens experience public services.

Its newly introduced CRM solution, MaintStar Connect, strengthens the portfolio by unifying every public interaction, improving interdepartmental coordination and giving residents quicker, more transparent responses.

"At the end of the day, it's about more than just managing assets; it's about giving residents faster responses, greater transparency and confidence that their city serves them effectively," says Eric Sabato, vice president of sales.

Eric Sabato,
Vice President of Sales

Unified Oversight for Every City Asset

Across the asset management landscape, vendors often focus on just one area, be it facilities, fleets, utilities, or infrastructure. MaintStar's Asset Management software unites these departments.

All assets are logged in the system, creating a complete digital record. For municipalities, this provides complete visibility into what needs attention or how resources are being used.

It also develops custom city-branded apps where residents can report issues. When a hydrant leaks, a pothole forms, or a tree falls in a park, they can attach photos and automatically map the location. City officials can view those issues on an interactive GIS map, complete with detailed information and the ability to generate or update work orders.

Reported issues are electronically dispatched for repair, ensuring a fast and organized response. Field technicians can update repairs, log labor hours and record parts used through mobile devices in real-time.

This constant flow of information builds an accurate picture of resource use and asset performance.

Municipalities can also monitor when equipment is nearing the end of its life and track maintenance costs. This helps officials provide accurate data to city councils or boards to support replacement decisions.

Digitizing Community Development Processes

The Land Management suite covers the full spectrum of community development services. With permitting and plan review moving online, contractors and residents can submit applications, upload blueprints and track approvals in days instead of weeks. Licensing is simplified with digital renewals and certifications.

Code enforcement becomes more efficient as complaints are submitted and resolved with real-time tracking. Integrated online payments add another layer of convenience.

Together, these features reduce office traffic, call volumes and paperwork, allowing municipal staff to focus on strategic initiatives while increasing efficiency and revenue.

A New CRM Advantage

MaintStar evolves with the changing needs of communities, weaving new capabilities into its platform with a strong focus on AI.

Carrying this vision forward, the brand new MaintStar Connect, gives agencies a more efficient and cost-effective alternative to legacy CRM systems. Its generative AI intake reads photos, descriptions or locations to route each request to the right team while keeping residents informed.

A Nimble Partner

Headquartered in Dallas with representatives nationwide, the company provides local and tailored support with a seasoned team of regional sales managers, project managers and software engineers. It can quickly turn customer requirements into solutions than larger, bureaucratic firms while offering software that rivals the capabilities of the biggest providers.

Throughout the years, MaintStar has modernized operations for municipalities of all sizes, including Alameda in California and Hillsborough and Seminole in Florida. With a presence across the U.S., Canada, Australia and New Zealand, its impact continues to grow globally, shaping smarter and better-connected communities. **GC**