



# Jensen Precast improves delivery efficiency



Jensen Precast improves the operational efficiency of its dispatch and delivery service with IFS Cloud and Novacura Flow. The combined solution optimized the entire proof-of-delivery process and enabled data-driven decisions with the automation of truck scheduling and dispatch, product delivery, and mobile accessibility for drivers.

What started in 1968 as a one-person operation by Donald Jensen in Reno, Nevada, grew into one of the largest independently owned precast concrete companies in the United States. As the company expanded in size and reputation, so did its desire to leverage technology to maximize operational efficiency and enhance the customer experience.

One of the more recent challenges Jensen Precast leaders were looking to overcome was the ability to dispatch and gather proof-of-delivery documentation through a mobile application. Precast concrete can be expensive to manufacture and ship, so they understood that profitability was very dependent on efficient operations. The team found that IFS Cloud paired with Novacura Flow provided the operational advances it was seeking as well as the flexibility needed to tailor the system to unique business processes.

## Jensen Precast builds a concrete infrastructure

To make the dispatch and delivery method more efficient and profitable, Jensen Precast knew that it needed to automate the existing paper-based processes and resolve the responsiveness of the dispatch system.

The delivery method at Jensen Precast was mostly paper-based, which caused inefficiencies and impacted productivity. Three documents needed to be completed, signed, and returned for each product delivered. The papers then had to be manually entered into IFS Cloud, which was time-consuming, error-prone, and delayed invoicing.



### The partnership

Novacura is the 2019 and 2017 IFS Channel Partner of the Year. Since 2005, Novacura has been helping businesses get the most out of IFS Cloud with Novacura Flow. Novacura Flow's low-code development platform extends the reach of IFS Cloud with easy-to-build, user-friendly enterprise apps and ready-to-use industry solutions. Simplify complex processes and improve productivity with our tailor-made industry solutions for: Manufacturing, Logistics, Maintenance, Energy and Construction.

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The company had previously built its own home-grown delivery solution, but that solution also lagged in responsiveness. It was not user-friendly and dispatchers often had to make decisions with incomplete information, leading to errors and the inefficient scheduling of trucks.

IFS Cloud used in conjunction with Novacura Flow was the perfect solution for Jensen Precast's needs. IFS Cloud provided the backbone of manufacturing operations while Novacura Flow's low-code development platform enabled digitalization specific to the business process.

The first step was to map out business processes and determine which processes could be automated. Jensen Precast then used Novacura Flow's IFS connector to quickly build out a mobile application that its drivers would use to show proof-of-delivery.

With the new app in hand, drivers had all the information they needed to show proof-of-delivery. They now had immediate access to shipment details directly from IFS Cloud, with an easy step-by-step user interface to walk them through the process. The shipment receiver could sign for the order electronically and download a PDF on the spot. A picture of the shipment could be uploaded and attached to the order to show proof-of-delivery. All information collected at the time of order was synced to IFS Cloud in real-time.

Jensen Precast also streamlined its dispatch process with Novacura Flow's Portal. With Portal, dispatchers could see orders in IFS Cloud and available trucks in real-time. Armed with this information, they could more easily schedule deliveries.

Once the proof-of-delivery app was deployed, Jensen Precast saw massive time savings in data entry and dispute resolution. Where before orders might take hours to input, now they were updated in IFS Cloud in real-time and included all associated proof-of-delivery documentation. Dispatchers were also able to gain improved insight of orders ready for delivery within IFS Cloud.

## Tailor-made proof-of-delivery app drives efficiency

Due to the nature of its business, Jensen Precast knew that regardless of the solution selected to expedite delivery processes, the company needed the ability to customize. Once IFS Cloud was selected, it evaluated whether to build a 100% custom app in-house or use a low-code development platform.

"To get an apples-to-apples comparison, we came up with an app concept to test," said Josh Burns, the Software Development Manager at Jensen Precast. "What took our team three weeks to develop in-house only took 45 minutes with Novacura Flow's IFS connector, and that's when I knew it was the right solution for us."

### Benefits seen using IFS

- Achieve real-time data entry at time of delivery
- Automate paper-based proof-of-delivery processes
- Optimize delivery routes with GPS tracking
- Improve dispute resolution with more accurate insight
- Enhance the customer experience with improved communication



Jensen precast did not have any difficulty getting up to speed on Novacura Flow because it worked seamlessly with IFS Cloud. The drag-and-drop functionality made it easy for even nontechnical employees to learn.

“Novacura’s knowledge of IFS has been a tremendous benefit, and since everything is developed using the same language, issues are easier to resolve,” said Burns.

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## Moment of service

Jensen Precast has already developed more than 100 workflows and 7 portals with the Novacura Flow low-code development platform for IFS Cloud.

“Our main focus right now is optimizing our current processes,” Burns said. “Some of the apps we have developed so far have helped to streamline our Vault to IFS Part Creation, shop floor reporting, report picking, and employee onboarding. We are also looking to use Novacura Flow as an integration engine to integrate IFS with Salesforce and Apttus so that our sales team will have an up-to-date view of parts inventory.”



## Overview of content

Jensen Precast, one of the largest independently owned precast concrete companies in the United States, improved operational efficiency of its truck dispatch and proof-of-delivery process with a tailor-made mobile app. IFS Cloud provided the backbone of their manufacturing operations, and Novacura Flow's low-code development platform enabled digitalization tailored to their needs.

The proof-of-delivery app for IFS Cloud helped Jensen Precast to:

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- Automate paper-based proof-of-delivery processes
- Optimize delivery routes with GPS tracking
- Improve dispute resolution with more accurate insight
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Jensen Precast is one of the largest independently owned precast concrete companies in the United States. For over 50 years, Jensen Precast has designed, engineered, and manufactured standard and custom precast concrete products to meet small-to-large-scale infrastructure demands. Proudly made in the United States, Jensen Precast products are used for municipal, industrial, and residential infrastructure solutions ranging from highway construction and utility enclosures to stormwater systems and wastewater solutions.

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