

Jacobsen & Touchplan

Digitizing the Planning Process



The Client

Based out of Salt Lake City, Utah, Jacobsen Construction has been an industry leading builder for the last 97 years. Their emphasis on collaboration and improvement has allowed them to consistently take on a wide scope of projects and execute them efficiently.

[above] City Creek Center | Urban Retail | Salt Lake City, UT

[below] Wild Oats Marketplace | Anchor Retail Store | Kimball Junction, UT

Issues Jacobsen Faced

Starting in 2016, Jacobsen began the traditional process of pull planning with a white board and sticky notes. This process was difficult for their project teams to commit to because of its general limitations. Layne Hess, Jacobsen's Corporate Director of Scheduling and Planning explained the drawbacks of using sticky notes as overall hard to comprehend. "In order to view the plan, you physically have to be in the trailer, not where you actually need to be on the jobsite. We needed an easier way to get all of our guys involved with the schedule in order to better who we were in our process." After recognizing these issues, their Lean journey began. This sparked the internal conversation of a digital tool that can support the volume of projects in a collaborative/easy to use fashion.conversation of a digital tool that can support the volume of projects in a collaborative and easy to use fashion.



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Our updates are now faster and more realistic, we were able to complete 100% of our projects on time this year.”

Layne Hess, Corporate Director of Scheduling and Planning



[From left] Project Team Meets for a Pull Planning Session and Davis School District | Replacement of Four Running Tracks | Bountiful, Layton & Morgan, UT.

Solution

Starting in August of 2018, the Jacobsen team was introduced to Touchplan, a fully collaborative tool that allows project teams to update their plans on a live basis, no matter where they are on the job site. With the implementation of Touchplan across their company, not only are Jacobsen's project teams able to collaborate down to the subs more efficiently, they now are able to oversee every project's overall health with Touchplan Insights. Layne describes his experiences with Touchplan as "Taking the information from the people that actually do the work, plumber, drywall ect, and hearing what the real problems are, allowing us to solve them with real efficient actions." Touchplan has also allowed Jacobsen to develop better communication with their trade contractors. "With the project dashboards, we are able to see what is and isn't going well with the trades, that has allowed us to further collaborate more efficiently and reach solutions in the field faster." Giving your teams the power to fully collaborate on projects is a huge advantage in the construction industry.

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We feel confident taking on tougher projects because we know everyone down to the subs and trades will be on the same page when using Touchplan.”

Layne Hess, Corporate Director of Scheduling and Planning

RESULTS

Our relationship with Jacobsen has produced some mutually beneficial results, including:

- Jacobsen has finished 100% of their projects on time in the last year.
- Significant time saved in trailers and provided more time out in the field.
- Analytical reports available for all involved on the project.
- Money saved on the eliminated need for pull planning materials and literal time spent in the process.