Here's how LPX's leadership gained real efficiencies
& employees stopped saying...

LOUISVILLE PAVING
AND CONSTRUCTION
Since 1949

"I DIDN'T KNOW"

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Now you know.

When non-desk employees get rede for work with real-time communication, leaders get unprecedented connection to the front lines of the business.

Louisville Paving and Construction Company (LPX) offers an integrated package of professional construction services. Leveraging the strength of unified divisions, they bid, build and manage complex, heavy civil and highway projects. Their teams work together as a tight-knit group of safety, quality and performance- driven professionals to build safe, attractive, and lasting finished products.

Despite their strong team and history, without the right tools in place, communication across regional projects was complex, cumbersome, and frequently delayed.

SOUND FAMILIAR?

A lack of real-time communication also meant that LPX had no streamlined way of collecting data and getting feedback from the field. Permits, safety concerns, and scheduling communications all lived on paper or relied on time-consuming one-off outreach.

Deploying Redeapp was a game-changer for LPX. Putting the right digital tools in every employee's hands transformed the way they communicate and provided insights into their business like never before.
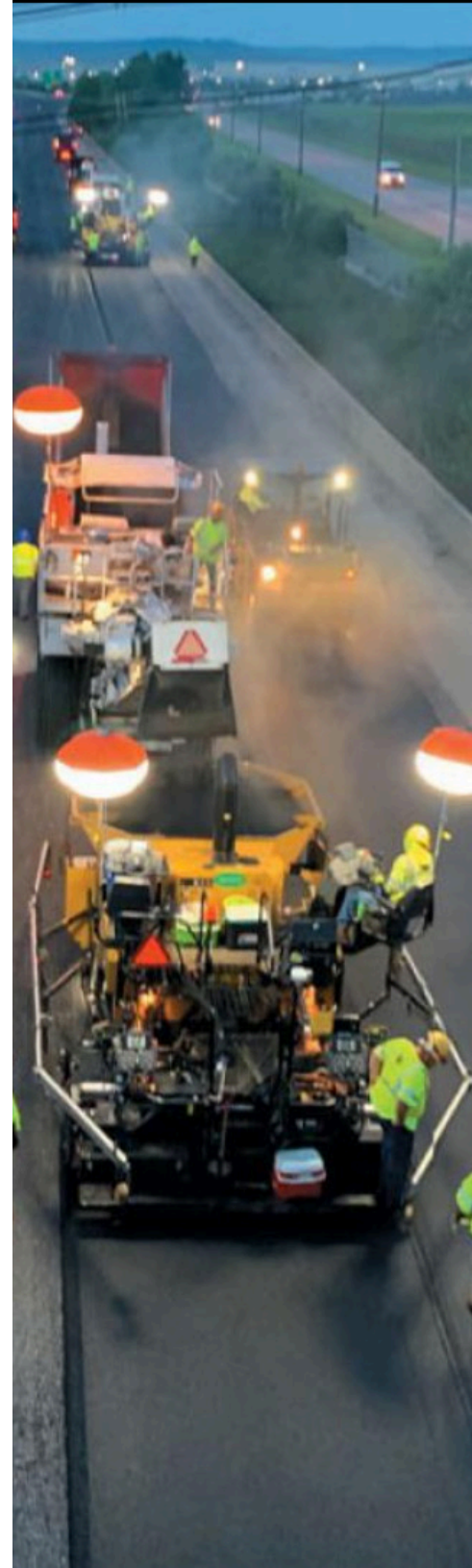
It's simple, really. They had a few...

CHALLENGES

Leadership communications relied heavily on word of mouth = **important information got lost in transmission.**

LPX has employees entering trenches and confined spaces on a daily basis. This can be a significant safety risk, and **they needed a better way to prepare for and notify the safety team of these instances for proactive and reactive reviews.**

As the company has grown, workforce dispersion has increased, and communication with managers and teams is more critical. **Getting a message from the corporate office to the field became more and more difficult with each new project.**

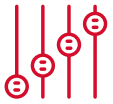## WORD OF MOUTH ▶▶ 500 STAFF ▶▶ 700+ PROJECTS

Inefficient, analog communication methods around work schedules and project coordination created **costly delays** due to understaffed jobs. Coordinating staffing changes due to weather events was cumbersome and ineffective, leading to preventable **payouts on rain-outs.**
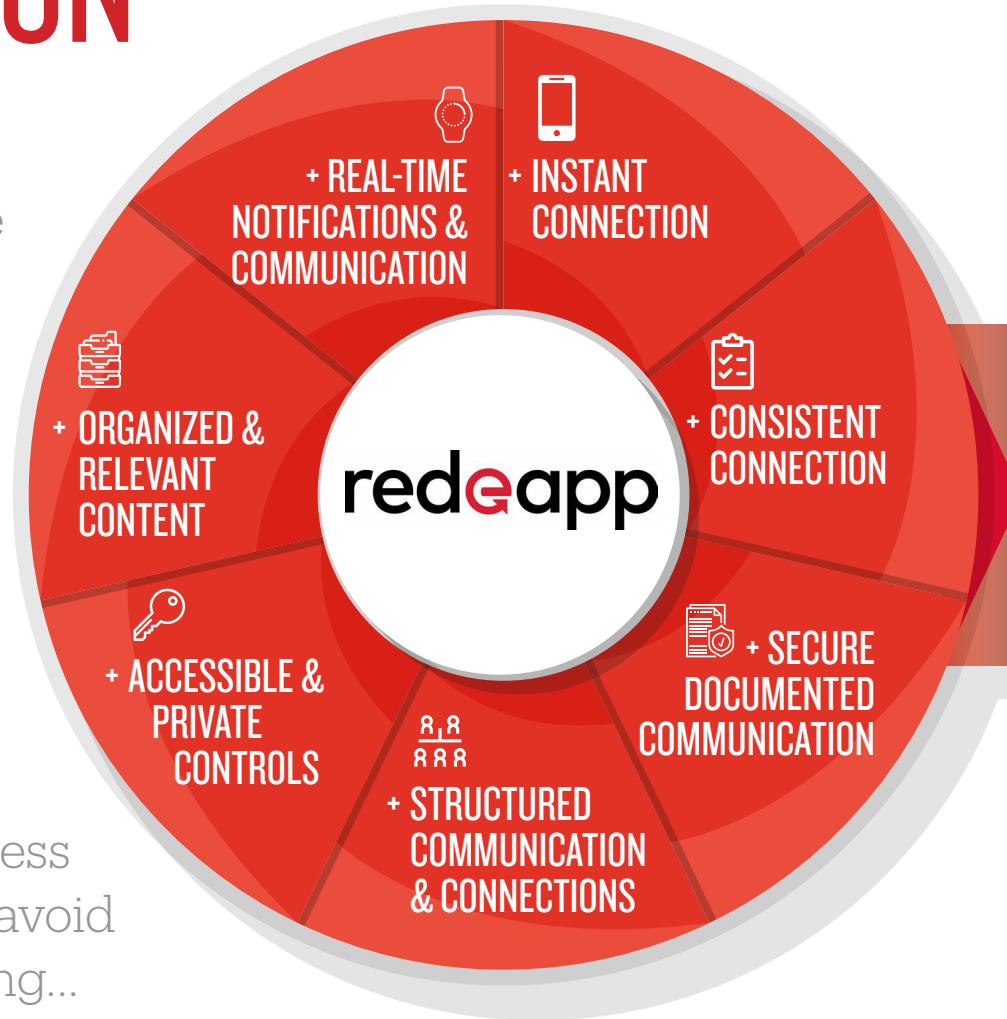

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So we provided a...

SOLUTION

This is what we like to call the Wheel of Connected Intelligence.
(nothing artificial here)

Yes, it's possible to connect the unconnected to strong business outcomes and avoid the risks of doing... well...nothing.

The goal was to help LPX improve in many areas including:

+ REAL-TIME NOTIFICATIONS & COMMUNICATION

+ INSTANT CONNECTION

+ ORGANIZED & RELEVANT CONTENT

+ CONSISTENT CONNECTION

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+ ACCESSIBLE & PRIVATE CONTROLS

+ SECURE DOCUMENTED COMMUNICATION

+ STRUCTURED COMMUNICATION & CONNECTIONS

Change Management

Safety & Compliance

Training / Learning

Benefits Enrollment

Operational Efficiency & Field Leadership

Data Management and Intelligence through aggregated form data

Employee Recognition

Automation of manual tasks

Accountability

Workforce Development

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LPX + Red e App Implementation

89%+

(overall adoption)

Within a single month, more than 80% of all LPX employees began actively using Redeapp.

Employees immediately saw how easy it was to gain access to information, complete forms, and communicate with their teams.

900+ FORMS SUBMITTED

100,000+ MESSAGES READ TO DATE

92% OVERALL READ RATE

The impact of a connected workforce?

Meaningful company-wide connection to role/job, management and company.

Workforce optimization - ensuring that the right people are at the right job, on time, every day.

Access to job critical documentation, permits, policies, and more.

GAME-CHANGING FORM: Confined Space Entry Permit

This form was previously completed on paper (if it was completed at all). Employees would complete the form and then enter the trench; they had to trust that all safety precautions were being followed, but EHS never knew in real-time that someone was working in a confined space.

These forms are now completed and sent to the EHS team immediately via Redeapp. EHS can now proactively go and inspect the confined space work as it is being completed to ensure safety. An incident is **2.5x more costly** than stopping to document and correct a potential issue.

Additionally, the papers were turned in once a week, and they are required to retain the records for 7 years. The confirmation for this form provides a digital record that is much easier and more cost-effective to retain.

This is one word-of-mouth message that everyone at LPX is sharing: **"Download Red e App now."** other common phrases are **"I just Red e App'd you,"** and what they aren't hearing as much anymore is **"I didn't know that."**

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WHAT ARE LPX LEADERS SAYING NOW?

Not being at the right place at the right time is costly. **A no-show due to communication issues could cost $500-$600 an hour, with a larger job costing closer to $2500-$3000 per hour.** If we have to stop a job, it can cost us thousands of dollars, and Redeapp has played a huge role in finding a solution. Previously, communicating changes required individual texts or calls to everyone on a job. Now we can send a single message in Redeapp and reach everyone in seconds.

Lisa Neal
VP of EH&S | LPX

Our business is seasonal, so we have fluctuations in our workforce. Our employee layoff form in Redeapp lets us know which employees aren't working and when they are scheduled to come back. This is a big help with all of the pre-employment screening we do. **It ensures that we don't let an employee fall through the cracks for workers comp and streamlines our process.** We had no formal process prior to this form. It's also helped eliminate hearsay from other people/managers about a specific employee. It's been a critical change in how we manage the seasonality of our business..

Kristi Travelstead
Human Resource Director | LPX

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