

QuikCal Delivery Scheduling System: Case Study at SKANSKA USA



Wake County Public Health Complex

Executive Summary

QuikCal is SMS-based delivery scheduling system combining state-of-the-art AI with an intuitive interface. QuikCal was successfully implemented at SKANSKA USA's Wake County Public Health Complex over 10 weeks, with three major outcomes:

Streamlined Delivery Scheduling: QuikCal centralized delivery scheduling, enhancing coordination and reducing conflicts.

Positive Stakeholder Reception: QuikCal's ease-of-use achieved smooth adoption among project leaders and subcontractors.

Significant Operational Impact: QuikCal improved delivery notice periods by 300%, with 16 unique subcontractors scheduling 86 deliveries.

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Project Background

The Wake County Public Health Complex is a SKANSKA-led, \$117 million project near Raleigh, NC. Limited to a single entrance and exit, the site requires "just-in-time" delivery coordination to avoid conflicts at the temporary loading dock and buck hoist.



Front gate



Temporary loading dock



Buck hoist

In May 2024, the project was transitioning from a framing phase with 2-3 subcontractors to a high-delivery phase with 20+ subcontractors. We spoke to Paul Kelker, the project director, who believed that a structured delivery system was needed to handle the upcoming delivery surge, prevent costly delays, and avoid disruption to the nearby WakeMed hospital system:

“When deliveries overlap, our superintendents have to turn deliveries around or make trucks wait on the road while another delivery is being unloaded. This often leads to traffic jams [near the hospital].”

– Paul Kelker, Project Director



Historically, subcontractors planned deliveries with SKANSKA through scattered channels, including word-of-mouth, text, Excel, and Outlook invites. This decentralized system would have caused frequent conflicts in the upcoming months, forcing general contractors (GCs) to make “schedule-critical” decisions on the fly, creating additional delays as other teams and equipment are rescheduled.

In response, Paul piloted QuikCal, which offers on-the-go delivery management through a simple SMS interface. With a single text, contractors can submit delivery events and monitor day-to-day delivery schedules, while the AI-powered backend clarifies details, prevents double bookings, and sends customizable reminders. Additionally, QuikCal’s analytics tracks jobsite performance to identify performance bottlenecks.

Setup and Reception

To begin, Paul was provisioned a QuikCal service number and administrator account. To drive QuikCal adoption, Paul appointed two onsite product “champions,” Emma Santom and Rachel Brown, who conducted subcontractor onboarding and gathered weekly feedback. Based on their needs, new features were deployed, including support messages, selectable working hours, day-before delivery reminders, and a whitelist for priority (concrete) vendors.

QuikCal’s use of familiar SMS-style messaging removed the barrier of learning and configuring new technology, facilitating smooth reception among subcontractors without disruptions to existing workflows.

The choice to keep adoption simple proved to be a valuable one. Kevin Kirk, the project superintendent, reported that the subcontractors took to QuikCal easily:

“Getting everyone on board with QuikCal was pretty smooth. I’d bring it up in our meetings and show the agenda view—the rule is, ‘if you’re not on the QuikCal schedule, you can’t use the buck hoist.’ With the new subs, they just scan a QR code during orientation, and they’re set up to schedule deliveries. Foremen usually text in deliveries after our weekly meetings.”

– Kevin Kirk, Superintendent



This sentiment was mirrored by the subcontractors. Lalo Hernandez, a general foreman for Kirlin Way, particularly appreciated the ability to check delivery availability at any time:

“To me it’s a great tool ‘cause it can tell me right away if I am able to schedule a delivery at that time. Before QuikCal, you’d have to go try to find somebody [PM/Superintendent] to make sure that time works for scheduling a delivery.”

– Lalo Hernandez, Kirlin Way General Foreman



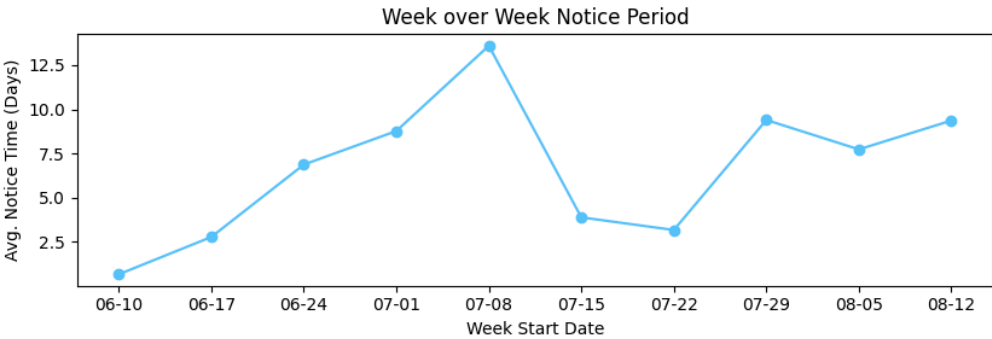
In his 24 years in the construction industry, Lalo had never been on a project with a dedicated delivery scheduling service. Since using QuikCal, Lalo has become an outspoken advocate. At an observed subcontractor planning meeting in August, he even announced that he was scheduling deliveries by text as the meeting began.

Operational Impact

QuikCal has energized contractors to plan more collaboratively and proactively, reflected by high usage rates and improved delivery notice times.

The solution saw widespread, steady subcontractor engagement throughout the pilot. Over the 10-week period, 16 subcontractors used QuikCal to manage 86 deliveries.

Additionally, QuikCal helped subcontractors take initiative to plan further in advance, allowing SKANSKA to better anticipate jobsite logistics. QuikCal increased delivery notice time, which is defined as the time difference between when a delivery event is initially documented and when it is set to arrive. Over the course of the pilot, subcontractors increased average delivery notice times by over 300%, from less than 2 days to nearly 8 days of advance notice.



Average delivery notice times by week, from June 10th – August 16th

The Wake County Public Health Complex has decided to continue with QuikCal in Fall 2024, proving that its emphasis on eliminating barriers to entry and providing an easy user experience has built lasting engagement. QuikCal has demonstrated its potential for streamlining delivery management and facilitating cross-functional collaboration. Paul underscored QuikCal’s value in unifying jobsite efforts:

“Separate teams sometimes put blinders on and focus on their own scope. Having a centralized place removes those blinders. [QuikCal] is very similar to a delivery board everyone can see, but with QuikCal, everyone gets texts about it with updates and the schedule. ‘Putting everything together in one place is so helpful.’”

– Paul Kelker, Project Director

