



CASE STUDY

From go-live to ongoing innovation: Managed Services that frees the Pence team to focus on growth

CUSTOMER

Pence Companies

INDUSTRY

Construction

LOCATION

Oregon, USA

CUSTOMER PROFILE

With roots dating back to 1949, Pence Companies is an Oregon-based family of construction service businesses with a mission of Building space for people to flourish®. The organization comprises three distinct lines of business: Pence Contractors, a general contractor; Pence/Kelly Concrete, a specialty concrete subcontractor; and Beaver Equipment Company. Together, they employ approximately 360 people and have experienced significant growth in recent years, expanding throughout the Pacific Northwest and beyond.

BUSINESS NEED

With the successful go-live of Oracle Cloud Applications in August 2022, Pence Companies recognized the need for ongoing support and expertise to maintain, optimize and evolve its new systems. The business transitioned to Inoapps Managed Services in September 2022, moving smoothly from implementation to continuous improvement.

Operating with a lean internal team, Pence needed a trusted partner to provide proactive managed services, including issue resolution and regular updates. The business wanted to focus on incremental gains and optimization as business needs evolved.

MANAGED SERVICES PROVIDED

Inoapps delivers managed services for Pence's Oracle Cloud Applications and integration platforms, providing ongoing support for finance, Human Capital Management (HCM), construction-specific integrations, and custom APEX tools.

The partnership focuses on

- Proactive system monitoring and rapid issue resolution, providing real-time oversight to identify and resolve issues to keep critical business functions running smoothly
- Regular, scheduled system updates and optimization for continuous improvement
- Oracle update testing
- Guidance on best practices, compliance, and process improvement
- Specialist support for the Pence internal team

"The managed services partnership has enabled us to build on the gains from our Oracle implementation and integration projects, driving ongoing innovation and operational excellence across the organization."

Elisabeth Kenaston
Chief Financial Officer

OUTCOMES

- High system reliability and performance. Through proactive monitoring and rapid response from Inoapps, Pence experiences minimal downtime and operational risk. Payroll, finance, and project management processes remain stable and dependable, even as the business grows and diversifies.
- Continuous improvement and adaptation. Regular optimization and updates ensure Pence is ready to adapt to new business requirements, such as expanding into new markets or integrating additional construction application platforms. A measure of the success of this approach is that Pence has recently renewed their Oracle subscription for a further five years.
- Internal resources freed up for strategic initiatives. With day-to-day troubleshooting and system maintenance taken care of, Pence's internal team can focus on more strategic work, including process redesign, budgeting, and analytics.
- Compliance and audit readiness. Inoapps ensures Pence's systems and processes remain compliant with industry standards and audit requirements, reducing risk and enhancing confidence among stakeholders.
- Sustained transformation and innovation. The managed services partnership has enabled Pence to build on the gains from their Oracle implementation and integration projects, driving ongoing innovation and operational excellence across the organization.

"Having Inoapps as our managed services partner meant we could pursue incremental improvements, including streamlining manual processes and improving collaboration between legal entities, while sustaining the momentum of transformation and expanding with confidence."

Laura Nikander
IT Manager

WHY INOAPPS?

The managed services engagement built on the foundation of trust and collaboration established during the implementation and integration phases. Inoapps provides proactive support, realistic guidance, and a commitment to understanding Pence's evolving needs.

CONNECT WITH US

Email askinoapps@inoapps.com, or find your local office at inoapps.com/contact



inoapps.com/insights/tag/blogs



linkedin.com/inoapps