Batesville transformed their point-of-delivery process with a Dropsource-built mobile app.

The Challenge

Batesville needed to fundamentally transform the delivery and logistics processes, and ultimately begin a digital transformation within its operations.

Batesville's delivery teams had utilized an entirely manual (paper-based) process to manage all product deliveries. Senior leaders at Batesville recognized that the company was falling behind the pace of technology, but bold ideas for developing a mobile app to modernize delivery and logistics processes were shelved as their team struggled to find a viable solution.

"We knew we needed to modernize and eliminate paper-based delivery processes to increase efficiency and provide a better experience for our customers. This required us to bring our systems and processes fully into the 21st century.
—Jeff Lewis, Batesville

The Solution

With pressure to move quickly and implement agile development processes, Batesville sought a partner that would not only assist in developing a mobile app, but also support the creation of a coherent strategy around this step in their digital transformation. Dropsource's consultative approach was ideal for helping the company achieve these goals. The engagement began with a mobile app requirements design and review workshop, led by Dropsource experts who examined and advised on high level requirements, designs, and goals for the mobile app—before development even began.

To demonstrate the speed and effectiveness of the Dropsource platform, the Dropsource team worked side-by-side with the company's technology staff to rebuild an existing Batesville mobile app. While Batesville had previously spent several months natively developing what appeared to be a simple mobile app, they were able to rebuild it in only a few hours in Dropsource.

KEY MOBILE APP REQUIREMENTS INCLUDED:

Truly Native: Batesville needed the app to integrate with custom hardware and contain specific native functionality, such as offline storage and geolocation.

Security: The app required an integration with an existing ERP platform (JDE), and needed to ensure security at every step through the point-of-delivery application.

MDM deployment: The mobile app needed to be distributed via the company's Enterprise MDM solution.

SOLUTIONS EMPLOYED

✔ **Requirements and design workshop**

✔ **Custom data integration**

✔ **Plugin development**

✔ **Mobile testing services**

✔ **Deployment services**

![Batesville logo]

Founded in 1884, Batesville offers an unparalleled portfolio of burial and cremation products, innovative technology solutions and other personalization and memorialization solutions to help families honor the lives of those they love. Part of the Hillenbrand (NYSE:HI) portfolio, Batesville is headquartered in Batesville, Indiana.

![Project lead photo]

PROJECT LEAD: Leading this project for Batesville is Jeff Lewis, Sr. Manager, Technology Solutions—ERP & Integrations. Jeff is responsible for decisions related to implementing new technologies and processes within Batesville's JD Edwards ERP software suite.

In less than 12 weeks, Batesville was able to prototype, test, build, and deploy a truly native mobile app to more than 300 drivers.

The Results

The app facilitates better delivery experiences for its staff, improves service to Batesville's customers, and funnels critical data directly into the company's ERP system. The app's value is driven by its ability to walk each driver through the critical points of a delivery; focusing on accuracy, quality and safety, and ultimately ends with capturing the electronic signature of each customer who receives a delivery.

Leveraging Dropsource's easy-to-use mobile development platform, Batesville now has a truly native app that is high-performing, with the critical core native features they needed, such as geolocation and push notifications, and custom additions like offline compatibility that were added via plugins. Batesville was able to seamlessly deploy the app via their MDM solution and deliver a security-compliant application that passed all IT and Sarbanes-Oxley checkpoints.

Looking Ahead

A true representation of digital transformation, Batesville modernized and mobilized a previously manual, paper-based process, bringing its ERP and delivery workforce together with an innovative mobile solution. This was just the first step of many, as Batesville plans to continue innovating more around mobile, including new hardware. Their digital transformation is in full swing, and the mobile app built with Dropsource was the catalyst.

CRITICAL BENEFITS:

✓ Dropsource's low-code visual development platform and services helped Batesville reduce app development time to less than 3 months.

✓ Batesville deployed a truly native mobile app to 300+ delivery drivers and staff.

✓ The new mobile app works perfectly with their enterprise-grade mobile hardware and utilizes offline storage capabilities for deliveries in remote locations.

✓ Batesville has mobilized their logistics data collection process and the app is fully integrated with their ERP system.

✓ Internal mobile development resources can now easily customize and edit the Dropsource source code.

> *"Dropsource really helped kick off our digital transformation. We've left the paper-based processes behind and improved how we interact with our delivery drivers and customers. This mobile app and this partnership were game-changers for us.*
>
> —Jeff Lewis, Batesville

Want to Learn More? Get in touch to discover how Dropsource can partner with you to achieve your mobile app development goals.

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