

RIVET

How DILFO Broke Down Silos and Unified Sheet Metal and Plumbing Into One Workforce Platform



"It breaks down the silos, it breaks down the barriers. So having that one platform where we can have our superintendents in it, we can look at potential jobs, and eventually getting our foremen to start communicating through it—it just seemed like the right thing to do." — **Brendan Myers, RSE, PMI-SCP**

THE CHALLENGE

DILFO Mechanical runs **290 employees across two major trades**—sheet metal and plumbing—but their workforce planning was fragmented. Each division operated in silos with separate spreadsheets and no unified visibility. Labor requests came through scattered texts, phone calls, and random office drop-ins, making it nearly impossible to plan proactively. *"When five people don't show up for that day's work, it's a huge loss,"* explained leadership. *"It's hard to recoup all that time back."*

OUR SOLUTION

RIVET gave DILFO one platform for their entire mechanical workforce. For the first time, **leadership can see sheet metal and plumbing availability in a single view**—no more reconciling multiple systems. The platform integrates directly with their Spectrum ERP, eliminating double entry and ensuring data accuracy.

The transformation extends to daily operations. **Superintendents now schedule 200+ workers in minutes**, and foremen are beginning to submit labor requests through the platform instead of playing phone tag. *"It's one means of communication as opposed to 3 or 4,"* noted leadership. **Real-time visibility into labor curves** helps DILFO have more productive conversations with GCs when schedule compression hits.

ROADBLOCKS

Implementation needed to include process mapping to identify workflows that were "too complicated" before technology could help. DILFO worked with RIVET's integration team through multiple iterations to customize the Spectrum connection for their specific needs—focusing on field labor while excluding shop and admin hours.

RESULTS SNAPSHOT

200+ workers scheduled in minutes

Unified visibility across sheet metal and plumbing divisions

Unified channel replacing scattered texts and calls

Monthly forecast tracking

Eliminated double entry through Spectrum ERP integration

COMPANY OVERVIEW



Industry: Mechanical

Location: Ottawa, ON, Canada

Trades: Sheet Metal, Plumbing, HVAC

Field Workers: 200+

INTEGRATIONS

Spectrum ERP — Bi-directional integration for jobs, workers, and hours.

See how RIVET simplifies workforce scheduling

