

RIVET

MidCity Electric Was Losing Certs Between PMs. Now 750 + Workers' Credentials Follow Them to the Job.



"Labor is our highest cost, and it's our biggest risk right now. Tools are tools and materials cost – they stay pretty consistent. But labor is where we get hurt and labor is where we make our money. It's the most important thing we do. – Kipp Criswell, VP of Field Operations"

THE CHALLENGE

MidCity Electric had scaled to **750+ field workers** across central Ohio – but credentials weren't keeping up with the people. A project manager would badge a worker for a hospital or data center, that worker would transfer to another PM's project, and **the new PM would redo the entire process** because nobody knew it had already been done. With **30 to 70 workers moving per week**, certifications, safety records, and site badges were getting lost between projects, buried in file cabinets, or locked in spreadsheets only one person could access. *"The spreadsheets were good for us for a while,"* Kipp says, *"but we've just outgrown them."*

OUR SOLUTION

Every field certification – safety training, drug testing, site badges, bilingual tags – now lives in **one platform accessible to office and field**. When a worker transfers between PMs, their credentials follow them. No more duplicate badging. No more calling the shop to track something down.

THE RESULT: 30 to 70 workers move every week with the right information before they leave home. When a safety incident occurs, crew training records come up in minutes. When leadership visits a jobsite, they pull up worker photos so they can **recognize people by name** – preserving the family culture Mid-City was built on, even at 750 + workers.

ROADBLOCKS

Mid-City is candid that adoption has been a phased, deliberate process – what Kipp calls *"baby steps."* Foremen and project managers are the next user groups being onboarded. RIVET's team has supported the pace Mid-City needs, building trust through patience rather than pressure, and expanding usage as each group gets comfortable.

RESULTS SNAPSHOT

750 field workers on one workforce platform

All field certifications centralized in one place

Duplicate credentialing eliminated across PMs

Safety records pulled up in minutes, not hours

30–70 moves per week with automated communication

COMPANY OVERVIEW



Industry: Electrical Contractor

Headquarters: Westerville, Ohio

Field Workers: 750+

Trades: Electrical & Teledata – Healthcare, Data Center, Industrial, Commercial

INTEGRATIONS

Spectrum ERP – Employee data flows in automatically – one roster, always current.

See how RIVET simplifies workforce scheduling

