

# RIVET

## How Quality Air Streamlined Multi-Trade Scheduling and Eliminated “Phone Tag” for 90+ Field Workers



*“The feedback I’m getting from the employees—getting the direction where they’re going, who they’re working with, the map, and the foreman’s phone number—just makes it way more streamlined.”* — **Doug Hattan, Field Manager**

### THE CHALLENGE

**Quality Air was stuck in spreadsheet hell.** Scheduling lived in files only one person could edit, changes required endless emails and calls, and each trade worked in its own silo. Attendance meant digging through physical books, and issues weren’t caught until jobs were already impacted. As Field Manager Doug put it, even a simple schedule change meant updating a spreadsheet, emailing it, then calling to make sure someone actually saw it.

### OUR SOLUTION

Quality Air partnered with RIVET to centralize multi-trade workforce management. Scheduling, communication, attendance, and certifications now live in **one platform** with **real-time visibility**. Workers receive schedules, directions, and crew details automatically.

Leadership now uses dashboards to plan labor, forecast workload, and identify gaps earlier. The result: **proactive workforce planning, clearer schedules for workers, reduced absenteeism, and significant time savings for admins and managers.**

### ROADBLOCKS

Rolling out new technology took time. **Estimators needed training to properly forecast prospective work**, and project managers required encouragement to use the platform beyond scheduling. RIVET supported the rollout by working closely with Quality Air, answering questions, refining workflows, and addressing friction as it arose.

### RESULTS SNAPSHOT

**90+ workers** scheduled in one platform

**3 trades** unified (sheet metal, piping, controls)

**6–12 mo** labor visibility for workforce planning

**Absenteeism** reduced to ~5%

**Daily scheduling** (no spreadsheets or phone calls)

### COMPANY OVERVIEW



**Industry:** Mechanical / HVAC Contractor

**Location:** West Michigan

**Trades:** Sheet Metal, Piping, Controls

**Field Workers:** 90+

### INTEGRATIONS

Fully integrated with, **CMiC Construction ERP**

See how **RIVET** simplifies workforce scheduling

