

RIVET

How KLA Went from Guessing Who's Certified to Deploying the Right Crew to the Right Site in Seconds



"Labor is probably the biggest risk in any project going south. It's not a material overage — it's labor going over. That's a job killer. A profit killer. A margin killer."
— Nick Vettrano, VP of Ops

THE CHALLENGE

KLA Laboratories deploys ~100 specialized technicians from offices in Dearborn, Las Vegas, and Irvine to high-profile venues like Ford Field, Crypto.com Arena, and Resorts World Las Vegas. **Every project demands technicians with specific certifications**, manufacturer training, and site familiarity — and when schedules shift after the bid, the team has to adapt fast. Before RIVET, all of that knowledge lived in **one spreadsheet that only one person could manage**. Other offices couldn't see who was available or qualified. And communication meant *"three different people email somebody, call a different guy because this guy doesn't like text messages."* The system worked — until KLA outgrew it.

OUR SOLUTION

RIVET replaced KLA's spreadsheet with **one platform for scheduling, forecasting, and skill tracking** across every office. Schedulers build "baseball cards" for each technician — **certifications, manufacturer training, travel preferences, and project history** — so any office can match the right person to the right job instantly. When a PM needed techs familiar with a D.C. site, the scheduler had the answer in seconds. *"To have a tool that helps you react in real time — it's pretty impactful."*

ROADBLOCKS

KLA didn't adopt every feature on day one — and that's the point. They started with **core scheduling**, proved value, and are now expanding into **dispatch, PM access, and deeper forecasting**. RIVET's team supported them at their pace: *"Every time we have an issue, you guys are quick to fix it right away. It's always evolving, always getting better."*

RESULTS SNAPSHOT

- Right technicians matched to jobsite in seconds
- Every cert and skill on one card
- 3 offices sharing one real-time view
- Project history drives smarter staffing decisions
- No single point of failure in scheduling

COMPANY OVERVIEW



Industry: Low-Voltage Technology Integration

Headquarters: Dearborn, MI

Additional Offices: Las Vegas . Irvine . Canada

Field Workers: 100+ technicians nationwide

INTEGRATIONS

See how RIVET simplifies workforce scheduling

