RIVET

Interstate Electric Stops Discovering Labor Gaps Too Late — Now Sees a Full Year Out Across Six States



“Being able to get those two pieces of information into one place, into RIVET, and then having vision to that — like instantly when you're trying to put together your next core team — is an absolute game changer.”

— Timothy Hickey, Regional Manager

THE CHALLENGE

Founded in 1966, Interstate Electrical Services is the largest privately held electrical services company in New England — 750+ professionals operating across eight offices in all six New England states. But scale without a unifying system creates blind spots. Interstate had no global view of their workforce. Regional offices maintained separate spreadsheets that didn't connect — one tracked projects, another tracked personnel, none shared durations. Building a core team for a new project meant phone calls to superintendents and PMs, piecing together availability one conversation at a time. After nearly three years with alternative workforce software stuck at just 15% adoption, leadership knew spreadsheets weren't the answer — but neither was software that didn't work.

OUR SOLUTION

Adopting RIVET helped Interstate connect all six regional offices with real-time visibility into labor availability, project assignments, and capacity forecasting. The transformation was immediate: 100% adoption across the project management team. Leadership now uses workforce data to direct pre-construction efforts — targeting new work where labor gaps exist and holding back when capacity is full. Planning shifted from week-to-week firefighting to proactive 12-month forecasting — the horizon a 60-year-old company with 24/7 emergency obligations across all six New England states needs to run the business.

ROADBLOCKS

Interstate's previous software failure made the team skeptical. RIVET invested a full year in pre-launch preparation — verifying integrations, training regional stakeholders, and ensuring the platform was ready before rollout. **“It has to work the first time,”** Tim explains. **“And it just worked.”**

RESULTS SNAPSHOT

100% PM
adoption vs. 15% with previous software

Full-year
visibility from week-to-week planning

Sales aligned
to labor gaps in pre-construction

Single view
across six states — no regional silos

Right work, right time
capacity-aware pre-construction targeting

COMPANY OVERVIEW

Interstate Electrical Services 60 Years

INDUSTRY
Electrical Contractor

HEADQUARTERS
North Billerica, MA

COVERAGE
8 offices · all 6 New England states

INTEGRATIONS

Spectrum ERP — Actual hours sync automatically

Watch the full interview ▼

© 2026 RIVET Work Inc. Confidential. All rights reserved.