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 Vettraino, VP of Operations

THE CHALLENGE

KLA Laboratories has been integrating advanced technology since 1929 — nearly a century of wiring the venues where the country watches sports, attends concerts, and conducts business. From their Dearborn headquarters and offices in Las Vegas, Irvine, and Canada, KLA deploys ~100 specialized technicians to high-profile venues like Ford Field (where they completed major renovations in 2016 and refreshed 1,000 wireless access points by 2023), Crypto.com Arena, and Resorts World Las Vegas. Every project demands technicians with specific certifications, manufacturer training, and site familiarity. 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. 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.”**

RESULTS SNAPSHOT

Right techs
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 · Las Vegas · Irvine · Canada

FIELD WORKERS
100+ technicians nationwide

INTEGRATIONS

Phased ERP & scheduling integrations

Watch the full interview ▼

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