CriticalRiver Empowers Utility-Focused Company with Talent-on-Demand and Managed Services

The Customer

The client is a Fortune 500 utility-focused company specializing in engineering, procurement, and construction services for the utility and private energy sectors across the US and international markets.

The Challenge

The client aimed to scale their engineering services across multiple US and Puerto Rico utilities while avoiding excessive staffing and training expenses. However, scaling design engineering, field engineering, and drafting resources in anticipation of a growing workload presented significant risks and cost implications for the client. These include:

- Unpredictability of work as utilities don't have a steady flow of projects; they come in suddenly and in batches
- Inconsistent project inflow was causing problems with labor costs
- Contractors increased resources expecting growth but faced workflow challenges due to utility issues
- High labor costs made it challenging to remove resources from the project
- Increased layoffs, administrative burdens, and strain on management and HR

The Solution

- Talent-On-Demand: Provided design engineers as in-house, hybrid, or remote resources, giving the client flexibility and control while meeting project demands
- Individual Managed Services: Talented design engineers were supplied on an hourly basis, with remote management, ensuring cost-effective resource utilization
- Full Managed Services: Offered a turn-key solution, handling hiring, training, and resource management, completing projects within a fixed price for a hassle-free experience
- Options extended to near-shore and off-shore locations, leveraging CriticalRiver's global presence

The Results

After carefully reviewing the client's project types and ultimate goals, we tailored an approach that gave the client greater control over resources and the ability to allocate employees to other in-house tasks as needed.

- Talent-on-demand model offered immediate and long-term solution flexibility
- Collaborated closely with the client's project leads, providing utility software training and ongoing support
- Accelerated growth and productivity, allowing the client to allocate necessary resources efficiently
- Built an educated workforce capable of seamless project transitions with CriticalRiver's collaboration

Impact Delivered

- 68% Resource growth in just two months
- 27% Increase in revenue in three months
- 92% Increase in gross profit margin