

Empowering a Leading Energy Provider with Skilled Talent & Workforce Agility

A leading regional utility serving 2M+ customers closed specialized workforce gaps across engineering, field operations, IT, and administrative support—while strengthening compliance and supplier diversity outcomes.

50+
Positions filled in under 12 months

58%
Faster time-to-fill vs. prior vendor

93%
Retention (full contract completion)

20%
Overtime + turnover cost reduction



AT A GLANCE

Regional Utility • 2M+ customers

A leading regional utility company faced increasing operational demands from infrastructure modernization, regulatory compliance, and an aging workforce approaching retirement. They needed a reliable staffing partner for skilled talent across engineering, field ops, IT, and admin support—while meeting supplier diversity goals.

INDUSTRY Utilities & Energy

WORKSTREAMS Engineering • Field Ops • IT • Admin

PRIORITY Safety • Compliance • Speed

KEY METRICS

12-month window

50+ Skilled roles filled

58% Reduction in time-to-fill

93% Contract completion retention

20% Overtime + turnover cost savings

HTG Inc. (with Conflux Systems)
Workforce & IT Delivery • htginc.com

CHALLENGES

- Specialized workforce gaps in engineering, GIS, and technical trades.
- Tight project timelines for grid modernization and clean energy initiatives.
- Need for a diverse, safety-certified, utility-compliant workforce under strict conditions.
- Traditional vendors lacked niche utility expertise and responsiveness for safety/regulatory environments.

SOLUTION

- Dedicated Utility Talent Team with recruiters trained in energy and utility disciplines.
- Pre-screened, safety-certified candidates with OSHA, DOT, and utility compliance credentials.
- Blended placements: temporary, temp-to-hire, and project-based staffing to match workforce needs.
- Rapid deployment model: reduced onboarding from 3 weeks to 5 days; ensured 40%+ diverse placements.

BENEFITS

- Utility-ready talent, faster**
Filled specialized roles quickly with safety-certified, compliant candidates.
- Less downtime, fewer cost leaks**
Reduced overtime and turnover costs through better fit and faster onboarding.
- Stronger governance + diversity outcomes**
Supported Tier 1 supplier diversity goals with measurable impact.

CAPABILITIES DELIVERED

Engineering & Field Ops
Technical trades • Utility disciplines

GIS & IT Support
Systems • Projects • Admin enablement

Safety & Compliance
OSHA • DOT • Utility credentialing

CLIENT TESTIMONIAL

“Conflux Systems’ understanding of the utility industry, combined with their commitment to diversity and talent quality, has made a measurable difference. Their team helped us fill critical positions quickly while ensuring compliance and excellence.”

— Director of Workforce Planning, Major Utility Client