

COMPANY CASE STUDY

MANAGING COMPLEX
UTILITY WORKFORCES
WITH PRECISION AND
COMPLIANCE



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How TalentBurst Connect partnered with one of the nation's largest utility providers to support a highly regulated contingent workforce through personalized workforce management, compliance oversight, and dedicated payroll services.

AT A GLANCE

INDUSTRY	Utilities & Energy
SERVICES	Employer of Record (EOR), Payroll Administration, Workforce Compliance
INITIAL WORKFORCE	Approx. 400 contingent workers
WORKFORCE TYPES	Nuclear Construction, Heavy Industrial, Field Meter Readers
ENGAGEMENT	Multi-year partnership
CHALLENGE	Compliance, workforce tracking, and high-touch employee support

THE CHALLENGE

One of the largest utility companies in the United States needed a workforce partner capable of supporting a specialized contingent workforce operating across highly regulated environments.

The engagement included approximately 175 workers spanning nuclear construction, heavy industrial operations, and field meter reading services. Many workers were former employees and retirees, creating additional compliance considerations around retirement eligibility and annual work-hour limitations.

The program presented several unique operational challenges:

- Supporting a largely field-based workforce with varying levels of technical proficiency
- Meeting strict regulatory and compliance requirements, including client audits and U.S. Department of Transportation reporting
- Tracking annual work hours for retirees to help maintain retirement benefit eligibility
- Managing weekly incentive programs for field employees while ensuring payroll accuracy and timeliness

Rather than fitting the client into a standardized process, the solution required flexibility, precision, and personalized workforce support.



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THE SOLUTION

TalentBurst Connect built a customized workforce management program designed around the client's unique operational requirements.

Instead of relying solely on automation, our U.S.-based team provides hands-on support throughout the employee lifecycle, ensuring both workers and client stakeholders receive timely assistance and accurate payroll administration.

The solution includes:

- Dedicated payroll administration
- Retirement hour tracking and compliance monitoring
- Regulatory reporting support
- Workforce data validation
- Weekly incentive management
- Personalized employee communications
- Ongoing operational support for field-based workers

One example of this high-touch approach is the weekly incentive program for Field Meter Readers. Employees submit incentive documentation each week, which is individually reviewed by TalentBurst Connect for completeness and accuracy. Any missing information is proactively resolved before manager approval, helping ensure timely and accurate payments while reducing administrative burden on the client.

THE RESULTS

SUCCESSFULLY TRANSITIONED APPROX. 400 CONTINGENT WORKERS

TalentBurst Connect supported a seamless workforce conversion while maintaining payroll continuity and operational stability.

CUSTOMIZED PROCESSES FOR A HIGHLY REGULATED WORKFORCE

Rather than applying a one-size-fits-all model, TalentBurst Connect designed workflows tailored to the client's operational, compliance, and workforce requirements.

IMPROVED PAYROLL ACCURACY THROUGH PROACTIVE SUPPORT

Dedicated review of payroll documentation and incentive submissions helps reduce errors, streamline approvals, and ensure employees are paid accurately and on time.

COMPLIANCE-FOCUSED WORKFORCE MANAGEMENT

Ongoing tracking of retiree work hours, regulatory reporting requirements, and workforce data helps support compliance within one of the country's most highly regulated industries.

A TRUE EXTENSION OF THE CLIENT'S WORKFORCE TEAM

By combining experienced workforce professionals with responsive, U.S.-based support, TalentBurst Connect delivers a level of service that goes beyond payroll processing—helping the client focus on delivering critical infrastructure while we manage the workforce behind it.



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WHY TALENTBURST CONNECT

Critical infrastructure organizations require workforce partners who understand that compliance, accuracy, and responsiveness are business-critical.

TalentBurst Connect delivers customized Employer of Record and workforce management solutions that combine technology with dedicated human expertise. From highly regulated industries to complex contingent workforce programs, we provide the operational support organizations need to remain compliant, efficient, and focused on what matters most.

SERVICES UTILIZED

- Employer of Record (EOR)
- Payroll Administration
- Workforce Compliance
- Contingent Workforce Management
- Retirement Hour Tracking
- Regulatory Reporting Support
- Incentive Program Administration
- Dedicated Workforce Support



READY TO SIMPLIFY COMPLEX WORKFORCE MANAGEMENT?

Whether you're managing field teams, supporting critical infrastructure, or navigating complex compliance requirements, TalentBurst Connect provides tailored workforce solutions designed to keep your operations running smoothly.

LET'S BUILD A WORKFORCE SOLUTION THAT WORKS FOR YOUR BUSINESS.



info@talentburstconnect.com



www.talentburstconnect.com



Boston, MA



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