

## CASE STUDY

# Reducing a Major Electric Utility's Engineering and Leadership Hiring Backlog

## The Client

A large publicly regulated electric transmission utility operating across multiple U.S. states faced a growing talent bottleneck. The organization's engineering, professional, and leadership vacancies had surpassed 100 open positions, creating risk to capital project timelines, maintenance schedules, and grid modernization initiatives.

## The Challenge

Despite strong internal HR and Talent Acquisition teams, the utility was unable to keep pace with demand for specialized utility and grid engineering talent.

- Many positions had remained open for over eight months.
- The client had already expanded their internal recruiting team, but still lacked access to a national network of qualified electrical utility professionals.
- Leadership sought a scalable, compliant solution that could accelerate hiring while maintaining high-quality standards and alignment with public-sector hiring protocols.

## The Solution: Acara Solutions RPO Partnership

After a competitive RFP process, Acara Solutions was selected as the utility's Recruitment Process Outsourcing (RPO) partner to eliminate the backlog and build a long-term talent acquisition engine.

### Project overview



A publicly regulated utility providing electric transmission across several U.S. states.



Despite strong HR teams, there was a struggle to attract and hire specialized utility and grid engineering talent to meet growing demand.



Acara's consultative approach and commitment to excellence helped our recruiting team produce a high caliber of candidates.

## Program Design Highlights

- Dedicated RPO Team:** Acara assembled a specialized recruiting team and on-site Program Manager with deep experience in energy, infrastructure, and engineering recruitment.
- Seamless System Integration:** The team was fully integrated into the client's Workday ATS and HRIS environment, ensuring compliance, reporting continuity, and consistent candidate experience.
- National Sourcing Strategy:** Leveraging Acara's proprietary talent networks and national outreach campaigns, recruiters identified hard-to-find electrical, transmission, and grid modernization experts across the U.S.
- Rapid Launch:** The RPO program was implemented and operational within 30 days.

## Outcome & Long-Term Value

Within the first year, the partnership:

- Eliminated the backlog of critical engineering and leadership roles.
- Stabilized the utility's project delivery capacity, enabling on-time completion of infrastructure upgrades.
- Demonstrated that an RPO model can outperform internal hiring expansion by combining scalable recruiting bandwidth, market intelligence, and specialized industry expertise.
- Positioned the utility for long-term success by transforming hiring from a reactive process to a strategic workforce capability.

When internal teams are at capacity, Acara's RPO model delivers scalable recruiting horsepower, market reach, and process discipline, allowing organizations to fill critical roles faster and more efficiently while maintaining compliance and quality across the hiring lifecycle.

Key Impacts of the RPO Partnership

6

**Critical Roles Filled**

Previously open for  
8+ months

80/100

**Positions Filled**

Backlog cleared in one year

60%

**Faster Hiring**

Time-to-fill reduced

90%+

**Hiring Manager Satisfaction**

Post-placement surveys