



## CASE STUDY

# OpenArc Helps Duquesne Light Company Build 250-Person Technical Team to Achieve Organizational Transformation

Pittsburgh, PA



# INTRODUCTION

Duquesne Light Company (DLC) is an electric utility company headquartered in Pittsburgh, Pennsylvania. For more than a century, DLC has been committed to delivering a safe and reliable supply of electricity to nearly 600,000 customers in Allegheny and Beaver counties. Duquesne Light Company is dedicated to more than keeping the lights on; it powers the moments in customers' lives. Today, the company continues its role as a community partner and a leader in the transmission and distribution of electric energy.

## DLC CHALLENGES

As often happens with companies, DLC allowed their technical tools, platforms, and employee skill sets to stagnate over time. The Company found itself leveraging outdated technologies and inefficient tools despite the advanced nature and positive reputation of its electric utility services.

DLC brought on a transformative Chief Information Officer (CIO) to lead a company-wide digital and technological overhaul that would modernize the Company's platforms, tools, and technical team, including the substantial addition of hundreds of employees.



# OPENARC SOLUTION

DLC partnered with OpenArc for technology staffing support to achieve its company-wide transformation goals. Building an in-house team of technology experts was DLC's priority in this undertaking, as transforming the Company's technology required specialized technology talent.

OpenArc leveraged its behavioral-based approach to connect DLC's business needs to individuals' motivational drivers, career aspirations, and workplace desires to determine if and where they might fit into DLC's technology staffing plan. As an extension of DLC's human resources team, OpenArc worked to place qualified individuals in roles as long-term direct hires or as short-term project support.

DLC sought OpenArc's expertise across the technology landscape to fully understand the Company's roadmap and requirements and advise on staffing solutions. OpenArc supported DLC in finding and placing technology talent at all career levels from executive teams to professionals.

## Features of OpenArc's Staffing Solutions

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Relationship-Based Staffing Partner

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Streamlined Hiring Process

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Client & Market Experts

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People-Centered & Tech-Driven

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Technology Industry Acumen

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Custom & Consultative Approach

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# RESULTS

DLC successfully transformed its organizational technology with an overhaul of its technical talent. OpenArc worked with DLC on a three-year initiative to build out the Company's technical dream team.

Together, OpenArc and DLC worked on securing qualified talent for more than 300 jobs. OpenArc's team of a dedicated Account Manager and Technical Recruiters staffed 85% of the openings.

300

Open Technical  
Jobs to Fill

267

Right-Fit  
Employees Hired

190

Contract/Contract-to-  
Hire Positions

67

Direct Hire  
Placements



# ABOUT US

OpenArc is a staffing and custom software consultancy that turns vision into execution. We bridge the gap between ambitious goals and real-world results by pairing organizations with top-tier talent and building high-impact custom software. Driven by deep industry acumen and a consultative approach, we deliver specialized staffing, career advisory for high-demand professionals, and end-to-end software design and development.

Ready to transform your team?

**Contact us to discuss how we  
can support your goals.**

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