

# Transit, Technical Workforce and Field Delivery Solutions

ESP Enterprises helps technology providers, transit agencies, and enterprise clients scale recruiting, mobilize field teams, and deliver installation and maintenance programs with speed, compliance, and accountability.

DBE / MBE / SBE / HUB	24 years in transit
National scale, local mobilization	U.S. + Canada + Puerto Rico

**Certified. Connected. Ready to deploy.**

Prepared by **Ryan Wilson, Chief Revenue Officer**

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Houston headquarters • Nationwide workforce and field coverage • Transit, technology, engineering, and support functions

## AT A GLANCE

**24**

years in transit and automatic fare collection support

**40+**

states with supplier-diversity credentials and registry coverage

**200+**

active employees and contractors across 45 states and provinces

**300+**

public-sector registries supporting broader market access

OVERVIEW

# ESP at a glance

ESP combines enterprise recruiting infrastructure, transit field experience, and supplier-diversity positioning to help clients staff, mobilize, and maintain complex programs nationwide.

### Company overview

ESP Enterprises, Inc. delivers contingent staffing, project management, technical workforce solutions, and specialized transit installation support. The company supports public-sector transit programs, IT and engineering teams, business operations, and field deployments that must scale quickly without sacrificing compliance or quality.

**24**

years of transit, fare collection, and workforce-delivery experience

**40+**

states with DBE/MBE/SBE/HUB credentials and registry coverage

**200+**

active employees and contractors across 45 states and provinces

**300+**

public-sector registries supporting broader market access

### Mission and delivery approach

Recruit, develop, reward, and retain the workforce clients need—and support that workforce with proven processes, compliance discipline, safety awareness, and accountable execution. ESP’s service model is built to translate planning into field performance.

### Geographic reach

- Operating across all U.S. states, Canada, and U.S. territories including Puerto Rico
- Houston headquarters with distributed field and recruiting support
- On-the-ground recruiters plus remote teams for urban and rural fulfillment

### Delivery fundamentals

- Flexible models: contract, contract-to-hire, direct hire, and project-based teams
- Certified payroll, E-Verify, DOL-compliant processes, and prevailing wage familiarity
- Enterprise-class ATS/CRM, onboarding, payroll, and HRIS workflows

### Bottom line

ESP is built for clients that need a partner who can strengthen the pursuit, mobilize the workforce, and support execution once the work starts.

CAPABILITIES

# What we deliver

ESP supports the full lifecycle—from recruiting and planning through installation, testing, maintenance, and workforce management.

<p><b>Workforce solutions</b></p> <ul style="list-style-type: none"> <li>• Contingent staffing, contract-to-hire, direct hire, and project teams</li> <li>• Technology, engineering, finance, business support, skilled trades, and light industrial coverage</li> <li>• Dedicated recruiters, tailored screening, and client-specific fulfillment workflows</li> </ul>	<p><b>Transit field services</b></p> <ul style="list-style-type: none"> <li>• Automatic fare collection systems, TVMs, faregates, validators, and fareboxes</li> <li>• Low-voltage electrical, cabling, security and surveillance systems</li> <li>• Field service, warranty support, troubleshooting, and preventive maintenance</li> </ul>
<p><b>Program delivery</b></p> <ul style="list-style-type: none"> <li>• Technical surveys, design assistance, document creation, inventory and warehouse control</li> <li>• Installation, quality control, testing, turnover, and dispatching support</li> <li>• Embedded project leadership and implementation playbooks</li> </ul>	<p><b>Enterprise support</b></p> <ul style="list-style-type: none"> <li>• Call center operations, customer-service teams, and onboarding support</li> <li>• Local sourcing, workforce diversity, and labor-market mapping</li> <li>• Scalable payroll, compliance tracking, and performance reporting</li> </ul>

**Delivery spectrum**

Design & plan

Source & hire

Mobilize

Install & test

Maintain & support

One partner that can help build the team, carry the work, and support the rollout after go-live.

## DIFFERENTIATORS

# Why ESP

The ESP value proposition is not only about finding people. It is about aligning labor, field execution, compliance, and market access around the work that has to get done.

### Execution-first supplier diversity

DBE/MBE/SBE/HUB positioning strengthens pursuits, but real AFC and field-installation capability is what makes that strategy credible.

### National scale, local mobilization

Distributed recruiters and field resources help ESP respond quickly in major metros and regional markets alike.

### Compliance and labor discipline

Prevailing wage familiarity, certified payroll, E-Verify, safety expectations, and solicitation-specific participation support.

### Flexible engagement models

Contingent staffing, direct placement, contract-to-hire, and embedded teams can be shaped to schedule, scope, and budget realities.

### Technologies & systems supported

#### Fare collection equipment

- Automatic fare collection systems
- Ticket vending machines
- Faregates and platform validators
- Fareboxes and onboard validators

#### Field systems

- Low-voltage electrical and cabling
- Modems, switches, antennas, and routers
- Parking gate equipment
- Security camera systems

#### Mobile & support

- Tablets, OCU, DCU, and MDTs
- Warranty and maintenance support

### Selected experience:

**Transit / public infrastructure:** Trusted by transit agencies, mobility programs, and transportation technology partners supporting complex public-facing operations

**Commercial:** Supporting clients across energy, renewables, diversified services, manufacturing, fintech, and technology

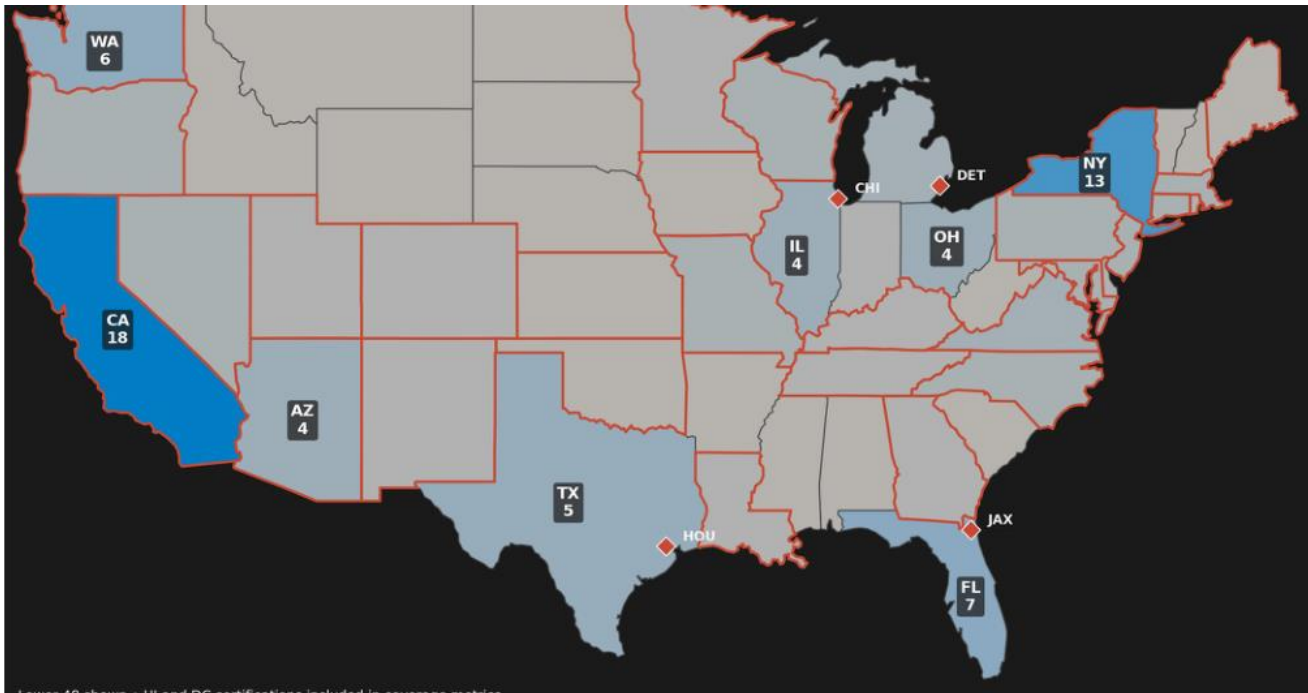
**Consulting / enterprise:** Delivering talent and project support to enterprise clients, advisory firms, and subcontracting teams on large-scale initiatives

**CASE STUDY**

# Transit market strategy: certifications aligned to execution

ESP’s approach is to target the right transit markets, match the relevant certification to the agency or prime team, and then back the pursuit with specialized AFC field capability built on 24 years of automatic fare collection experience.

<p><b>1 Target the market</b>                  Prioritize agency clusters where fare modernization, transit volume, and repeatable opportunities are concentrated.</p>	<p><b>2 Match the certification</b>                  Align DBE, MBE, SBE, or HUB status to the specific solicitation, jurisdiction, or teaming need.</p>	<p><b>3 Deploy AFC field execution</b>                  Support the pursuit with crews experienced in validators, gates, TVMs, cabling, testing, and turnover.</p>	<p><b>4 Support compliance and delivery</b>                  Carry participation commitments through mobilization, reporting, coordination, and closeout.</p>
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**Representative market focus**  
 New York / New Jersey • California • Texas • Chicago / Detroit • Mid-Atlantic • Mountain / West • Southeast

**Practical takeaway**  
 Use certification to strengthen market entry, local teaming, and execution planning—not as a last-minute compliance checkbox.

CASE STUDY

# Building high-performance transit and tolling teams

For a transit technology integrator, ESP accelerated hiring across multiple U.S. projects while protecting schedule, compliance, and customer-experience outcomes.

<p><b>32</b> mission-critical roles filled in 32 weeks</p>	<p><b>34%</b> faster average time-to-fill</p>	<p><b>95%</b> 12-month retention</p>	<p><b>\$415K</b> cost avoidance</p>
<p><b>Client challenge</b></p> <ul style="list-style-type: none"> <li>• Specialized transit and tolling skill sets</li> <li>• Open roles across 10 states with DOT, TWIC, TSA, and union requirements</li> <li>• Aggressive launch schedules in Houston, Los Angeles, and Tampa</li> <li>• CX-critical hiring that had to perform on day one</li> </ul>		<p><b>What ESP delivered</b></p> <ul style="list-style-type: none"> <li>• Recruiter talent pods segmented by ETC / tolling engineering, software / cloud, and CX</li> <li>• 65-point technical vetting process</li> <li>• Pre-cleared rapid-deploy bench with OSHA-10 and TWIC-ready technicians</li> <li>• Real-time compliance dashboard and continuous-improvement analytics</li> </ul>	
<p><b>Measured impact</b></p> <p>ESP reduced hiring-manager interview hours by roughly 40 percent, delivered a 95 percent 12-month retention rate, and supported a +6-point CSAT improvement for the client’s customer-experience program after the CSR cohort was deployed.</p>			
<p><b>Why it matters</b></p> <p>This case shows what happens when recruiting infrastructure, technical vetting, rapid mobilization, and compliance discipline are built into the same delivery model.</p>			

COVERAGE

# Roles we place and teams we mobilize

ESP supports project-based, contingent, and direct-hire needs across transit operations, technology, engineering, finance, business support, and field service environments.

Contract	Contract-to-hire	Direct hire	Project-based teams
<p><b>Transit &amp; transportation</b></p> <ul style="list-style-type: none"> <li>• Field technicians</li> <li>• Electrical installers</li> <li>• Fare system specialists</li> <li>• Validators / fareboxes</li> <li>• QA inspectors</li> <li>• Project managers</li> </ul>		<p><b>Information technology</b></p> <ul style="list-style-type: none"> <li>• Cloud services &amp; DevOps</li> <li>• Data / BI &amp; security</li> <li>• Business analysts</li> <li>• Technical support</li> <li>• Network / system engineers</li> <li>• Software developers &amp; QA</li> </ul>	
<p><b>Engineering</b></p> <ul style="list-style-type: none"> <li>• Electrical</li> <li>• Structural &amp; automation</li> <li>• Hardware &amp; PLC</li> <li>• Mechanical</li> <li>• Embedded &amp; instrumentation</li> <li>• SCADA &amp; field service</li> </ul>		<p><b>Accounting &amp; finance</b></p> <ul style="list-style-type: none"> <li>• CFO consulting</li> <li>• Controllers &amp; directors</li> <li>• Treasury &amp; FP&amp;A</li> <li>• Accounting managers</li> <li>• Internal audit</li> <li>• Senior &amp; staff accountants</li> </ul>	
<p><b>Business support</b></p> <ul style="list-style-type: none"> <li>• Customer service</li> <li>• Call center operations</li> <li>• Supply chain &amp; procurement</li> <li>• Project administration</li> <li>• HRIS &amp; talent acquisition</li> <li>• Sales support &amp; CX</li> </ul>		<p><b>Skilled trades &amp; light industrial</b></p> <ul style="list-style-type: none"> <li>• Licensed electricians</li> <li>• Warehouse technicians</li> <li>• Production staff</li> <li>• Machinists &amp; plant operators</li> <li>• Distributed project crews</li> <li>• Site support resources</li> </ul>	

**NEXT STEPS**

# Commercial alignment and contact

When delivery, diversity goals, and schedule discipline all matter, ESP brings the workforce, field capability, and pursuit alignment to help programs move.

**What clients gain**

- A certified contributor that can perform meaningful field work
- Faster access to technical, transit, and business-support talent
- Better alignment between proposal commitments and on-the-ground delivery
- A repeatable model for scaling across markets instead of solving each pursuit from scratch

**Licenses and certifications**

- DBE / MBE / SBE / HUB credentials across 40+ states and agency programs
- Licensed Texas Electrical Contractor (TECL #30819)
- Certified payroll, E-Verify, and DOL-compliant processes
- Houston HQ with distributed support for nationwide deployments

**Closing message**

ESP's differentiator is the combination of market access and field performance. Certification can help get a team into the conversation; proven delivery helps keep it there.

**Selected industries**

Transit & transportation • Technology • Engineering & energy • Manufacturing • Finance & business support • Smart-city and mobility programs

**Team contact**

*Replace the fields below with the best ESP team member for the opportunity before sending.*

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Let's build the workforce and field plan your next project needs.