



## SOSMobile Case Study: Midwest Energy, Inc.

### SOSMobile's Long History at Midwest Energy, Inc.

An SOSMobile client since 2002, Midwest Energy, Inc. (MWE) headquartered in Hays, Kansas, is a consumer-owned electric and natural gas company serving approximately 92,000 customers in central and western Kansas.

An early adopter of mobile technology, MWE's techs initially used SOSRemote (a component of the SOSMobile suite) on PalmPilots to collect data in the field. Now, their Panasonic tablets underscore how far technology has come. And SOSMobile has certainly kept pace.

When MWE transitioned from E-CIS to Cayenta in 2012, SOSMobile was up to the integration task. In fact, upon go-live their then 60 plus service techs weren't even aware of the change. Initially MWE had planned to consolidate all their computing needs with Cayenta, but soon realized that giving up SOSMobile's functionality, logical design and stability was not an option. It had been the perfect solution for their remote service territory where connectivity is an issue, as it allows their techs to work in disconnected mode.

In 2014, MWE expanded their use of SOSMobile by implementing its Email Monitor. Now their 500+ per week 811 line locate email notifications, are automatically turned into electronic orders based on content. These orders are stored in the SOSMobile Server where they are scheduled, dispatched, and sent to the field for completion and closing—just like those orders generated by Cayenta.

And since SOSMobile continually evolves and innovates, more ways it can increase efficiency at MWE are in the offing.



*"When it comes to technology, there are a lot of moving parts at a utility of Midwest Energy's size. SOSMobile is one piece of our technology puzzle that runs consistently day-in and day-out. It was a great investment!"*

- Tim Flax  
VP Information Technology  
Midwest Energy, Inc.

### Quick Facts About Midwest Energy, Inc.

*Meters:* 50,000 Electric  
42,000 Gas

*Employees:* 288

*Service Technicians:* 80

*Remote Devices:* Panasonic Tablets and a few Dell Laptops

*Service Area:* Vast and remote—serving 40 counties in central and western Kansas

*Started Using SOSMobile:* 2002

*CIS:* *Cayenta*

#### SOSMobile Modules Used:

- SOSMobile Server (required)
- SOSRemote (Windows version)
- SOSDispatch
- SOSMobile's Email Monitor

#### Key Benefits Gained:

- Increased efficiency by closing orders electronically in the field with a reliable, proven solution.
- Automating Dig Safe notifications 
- Unsurpassed support and advice from the InsightAtlast team.



Field Force Automation Made Easy  
[InsightAtlast.com](http://InsightAtlast.com)



## More on how MWE uses SOSMobile.

SOSMobile captures service orders generated by MWE's Cayenta CIS, downloading them to field devices on the appropriate date. Although SOSMobile has robust scheduling and dispatching capabilities, MWE currently opts to have the InsightAtlast team pick up schedule dates, times and assignments from the Cayenta system.

With SOSMobile's Email Monitor, MWE's 811 email notifications are automatically turned into electronic orders—with original emails attached—where they're available to view in the SOSDispatch application. These orders are sorted to territories representing field offices. From there, office supervisors dispatch the orders to the entities doing the work using SOSMobile's Calendar Window. Map-based and list view dispatching are also available within SOSDispatch.

00003691	LOCATE-UPD	GB	GBEND	14461114 (Ref Ticket: 14435307) - INSTALLING A SH
00003692	LOCATE-UPD	GB	GBEND	14461116 (Ref Ticket: 14435308) - INSTALLING A SH
00003693	LOCATE-UPD	GB	GBEND	14461117 (Ref Ticket: 14435311) - INSTALLING A SH
00003694	LOCATE-UPD	GB	GBEND	14461119 (Ref Ticket: 14435338) - REPLACE WATER M
00003695	LOCATE-UPD	GB	GBEND	14461121 (Ref Ticket: 14435348) - REPLACE A WATER
00003696	LOCATE-UPD	GB	GBEND	14461130 (Ref Ticket: 14441131) - INSTALLING WATER
00003697	LOCATE-COR	GB	GBEND	14461124 - REPAIRING A LEAKING WATER VALVE, WEST
00003698	LOCATE-UPD	GB	GBEND	14461132 (Ref Ticket: 14441019) - INSTALLING A WA
00003699	LOCATE-EHR	GB	GBEND	14461237 - EMERGENCY REPLACE SANITARY SEWER SERVIC
00003702	LOCATE-EHR	GB	GBEND	14461406 - EMERGENCY REPAIRING SANITARY SEWER SERVIC
00003799	LOCATE-EHR	GB	GBEND	14461238 - EMERGENCY REPAIR GAS SERVICE, 305 N W

Schedule: S/O Number **SO-0000003697** S/O Type **LOCATE-COR**

Line locate orders stored in SOSDispatch

DOTN	GBEND	GBT1	GBT2	GBT3	GBT4
SO-000000407 [LOCATE-EHR]	SO-0000003799 [LOCATE-EMR]	656160 [LITE]	SO-0000004044 [LOCATE-EMR]	SO-0000003986 [LOCATE-NEW]	657205 [PRRE]
643742 [GASNP]	SO-0000003842 [LOCATE-EMR]	SO-0000003593 [LOCATE-NEW]	651487 [PRRD]	SO-0000003825 [LOCATE-NEW]	657824 [PRRE]
652788 [GASNP]	SO-0000003955 [LOCATE-EMR]	SO-0000003587 [LOCATE-NEW]	655578 [MTRD]	SO-0000003829 [LOCATE-NEW]	SO-0000003824 [LOCATE-NEW]
656772 [GASNP]	SO-0000003945 [LOCATE-EMR]	SO-0000003654 [LOCATE-EMR]	656062 [LITE]		
656788 [GASNP]	SO-0000004723 [LOCATE-EMR]	SO-0000003592 [LOCATE-NEW]	656378 [PRRE]		
656888 [GASNP]	SO-0000003820 [LOCATE-NEW]		656824 [MTRD]		
656934 [GASNP]	SO-0000003837 [LOCATE-NEW]		656625 [MTRD]		
656966 [GASNP]	SO-0000003830 [LOCATE-NEW]		657232 [LITE]		
656992 [GASNP]	SO-0000003840 [LOCATE-SPD]		657384 [MTRD]		
657112 [GASNP]	SO-0000003841 [LOCATE-EMR]		657413 [MTRD]		

MWE uses the SOSMobile Calendar Screen to view, dispatch and reassign orders.

Orders generated from any source—in MWE's case Cayenta and 811 locates—can be viewed and assigned within SOSDispatch. Filters allow individuals see only those orders pertinent to them.

In the field on Panasonic devices running SOSRemote, Closing Wizards step techs through the closing process for each particular order type. These Wizards typically emulate a utility's

Meter Final Read

Address: 302 N WASHINGTON LOT 3  
Service: Gas

Meter: 10009552  Pull? Warehouse:

Seal #:

Previous: 9844 Meter Pressure: 40Z  
Current: 9844 No-Read Reason:

Read Type: CUTOF  
New Status: OFF (Current Status=ON)

Order Detected?  yes  no  n/a

Master Meter: n/a

Attributes	Sub-Meters	Comments
Install Date	2011-07-01	Test Date 2002-01-01
Service Type	G	Meter Type Manufacturer
Meter Size		
Serial Number	10009552	

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The layout of MWE's Wizards remain consistent between order types and services to aid field tech entry.

existing processes, and use spin boxes, drop-down lists and edits wherever possible to enhance the user experience. Once the order is closed, information is updated in back-end systems in real-time whenever a connection is available.

MWE also utilizes SOSMobile's document handling capabilities. Documents and images can be attached to an order from both the office and the field.

S/O Number **SO-0000002853** Order Type **METER CHANGE**

Order Info History Tasks Equipment Comments Services Additional

General Info Order Data Schedule Info Change Log Attachments

File Name	Upload Date/Time
meter.jpg	July 07, 2015 @ 05:12 PM
Warranty Info.pdf	

SOSMobile automatically forwards these files to MWE's Document Management system.

At InsightAtlast we know that each Utility is unique. No matter size, integration needs or business processes, SOSMobile with its flexible design and sophisticated features can be tailored perfectly for any Utility.



Built for Utilities. Delivered with Competence.