



PRESS RELEASE

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DC Water uses *SOSMobile* to Automate Mobile Workforce

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The District of Columbia Water and Sewer Authority (DC Water) was looking to transform the processing of service work orders from a paper system to an electronic one — to give the utility nearly real-time status on all service requests and work being performed. The Authority selected InsightAtlas's *SOSMobile* suite and is now in production with the mobile computing initiative.

"Moving from a primarily paper environment to an automated system had a significant impact for both customers and employees — and DC Water's bottom line," said Lauren Preston, Director of Customer Services at DC Water. "We've installed laptops in service vehicles so technicians can complete and close orders in the field, and employees around the enterprise have immediate access to the information. We're reaping the benefits with improved customer service and increased efficiency."

Preston added that InsightAtlas provided strong technical expertise and great service during the implementation and the transition has been smooth. "The system allows us to get consistent and timely information about our meter equipment, and better understand how the equipment is working in the field. It also allows us to better track work order status and easily make schedule changes in response to customer demand," she said.

DC Water went live with *SOSMobile* earlier this year and schedules and dispatches almost all meter service orders with the system.

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*See next page for more information on
DC Water & InsightAtlas*



About InsightAtlast

InsightAtlast has provided the Utility Industry with quality software and service since 1999. SOSMobile, their premier suite of software, is a robust, cost-effective workforce management system. With intelligent scheduling, mobile dispatch and real-time updates, SOSMobile connects customer service with field operations using existing infrastructure and devices. Since its flexible modules can be tailored to suit any Utility's unique mobile workforce, it's currently in use at a diverse array of client sites.

About DC Water

The District of Columbia Water and Sewer Authority (DC Water) is an industry-leading authority of District government that provides drinking water and wastewater collection and treatment for a population of more than 600,000 residents, 500,000 employees and 17.8 million annual visitors in the District of Columbia. DC Water also treats wastewater for a population of 1.6 million in Montgomery and Prince George's counties in Maryland, and Fairfax and Loudoun counties in Virginia. The Authority operates the world's largest advanced wastewater treatment plant, with a capacity of 370 million gallons per day and a peak daily capacity of more than a billion gallons. DC Water service area covers approximately 725 square miles.