



PRESS RELEASE

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Smooth Transition to *SOSMobile* at Lee County Utilities

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When Lee County Utilities (LCU) went live with *SOSMobile* last June, they were excited about the benefits of this new technology. Now that they've been closing service orders in the field for several months, it has exceeded their expectations.

"It was such an easy implementation, and InsightAtlas let us control the pace," said Amanda Jobes, Customer Service Manager at LCU. "All of our service techs are using the *SOSRemote* application on laptops in their trucks, and now no one knows what we'd do without it."

With *SOSMobile's* map based capabilities, CSRs at the office are able to see where the techs are in the field. And with real-time order updates, they have all the information they need to respond to quickly to customer inquiries. "*SOSMobile* is such a wonderful product. Knowing the status of each order in real time has allowed us to provide even better customer service", Ms. Jobes continued. "At LCU we're committed to responding quickly to our customers' concerns and *SOSMobile* is helping us with that mission."

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About InsightAtlas

InsightAtlas has provided the Utility Industry with quality software and service since 1999. SOSMobile, their premier suite of software, is a robust, cost-effective mobile 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 Lee County Utilities

Lee County Utilities (LCU) was founded in 1968 and began as a small community water utility. LCU has emerged into an award winning, countywide utility providing services to over 255,000 customers. LCU is committed to responding quickly to customers' concerns and providing them with reliable drinking water and sewer service.