



PRESS RELEASE

Contact: Sales Department
Office: 603-672-6655
sales@insightatlast.com
www.insightatlast.com

SOSMobile Automates 811 Requests at Midwest Energy

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Midwest Energy (MWE) in Hays, KS has been experiencing the benefits of field force automation with InsightAtlas's *SOSMobile* since 2002. Now they're taking advantage of *SOSMobile's Email Monitor* to automate their 811 line locate requests.

MWE receives more than 500 locate requests per week via email notifications from their local Kansas One-Call Center. The process of distributing those emails to the appropriate field personnel in their vast service territory was laborious. Combined with ensuring completion within the state regulated waiting period and complying with other regulatory requirements — well the process could be tricky.

Now *SOSMobile* monitors that email, automatically creating electronic orders based on content. These locate orders are stored in the *SOSMobile Server* where they are scheduled, dispatched, and sent to the field for completion and closing — just like those generated by their customer information system (CIS). And all the information is available for reporting purposes.

"This is just one more way *SOSMobile* has increased efficiency for us", explains Annie Schmidtberger, Software Technology Specialist at MWE. "Being able to store the locate requests within *SOSMobile* is great. We were able to avoid a custom modification request from our CIS vendor which would have prolonged the implementation. Instead, we were up and running in no time."

Most customer information systems don't have the ability to accept orders created from outside their system without significant custom modification. That's why *SOSMobile's* standalone capacity has become so popular. Utilities can use it to automate any issue they're tracking manually. MWE expects to next use this feature for infrastructure related tasks – like automating their large meter change outs.

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*See next page for more information on
Midwest Energy & 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 mobile workforce management system. With intelligent scheduling, mobile dispatch and real-time updates, SOSMobile connects the office 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 Midwest Energy, Inc.

Midwest Energy, headquartered in Hays, Kansas, is a customer-owned electric and natural gas company serving nearly 90,000 customers in central and western Kansas. It is the largest electric cooperative in Kansas and believed to be the largest natural gas cooperative in the nation. Its 280 employees provide service to 40 counties throughout the state.