



## PRESS RELEASE

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# Vertex again turns to *SOSMobile* to Schedule Service Orders for EPCOR

Scottsbluff, NE — March 17, 2012

When Vertex Business Services earned the customer care contract for EPCOR USA, they once again turned to InsightAtlas's *SOSMobile* software to provide advanced scheduling capability to their new client's customers. EPCOR had recently acquired the Arizona and New Mexico operations of American Water Works Company, Inc. which delivers water to approximately 174,000 customers.

Vertex, an international Business Process Outsourcer (BPO) and Customer Management Outsourcer (CMO), provides services to a range of markets including the Utility industry. They had been successfully using *SOSMobile* at their call center in Scottsbluff, NE for other utility clients.

"*SOSMobile* allows our customer service representatives to easily apply complex utility business rules, such as scheduling particular order types in specific territories on certain days", states Kevin Patterson, General Manager of Client Services in Scottsbluff, NE. "It was working so well for scheduling the nearly 21,000 service orders generated each month by Vertex's dispatch clients, that it was only logical to expand its use for EPCOR."

Vertex went live with *SOSMobile* for EPCOR on March 17, 2012 and expects to schedule an average of 5,000 service orders per month for EPCOR customers.

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