

“Increased efficiency since implementing **SOSMobile** is reflected in our bottom line. Field personnel quickly accepted the new technology and the support provided by InsightAtlast is unsurpassed.

~ Scott Crocker  
Field Services Manager  
Vermont Gas Systems Inc.



## Why Mobile Workforce Automation?

It's widely recognized that Mobile Workforce Automation drives up efficiencies, improves customer service and provides one of the quickest ROI benefits available to a Utility.

You know it's on your Technology Roadmap. So why wait? Here are just a few compelling reasons to get started with **SOSMobile** today!

### It's Powerful.

Mobile Workforce Management for Utilities is our only focus. Since 1999, **SOSMobile's** development has been driven by customer demand and emerging technologies, making it a Best of Breed solution.

Many Customer Information Systems and Work Order/Asset Management systems offer a mobile component. But since these modules are typically designed as add-ons to the core system, they don't tend to offer the same high level of functionality.

### It Automates Your Entire Field Force.

Mobile applications designed to work with only one system can be problematic—particularly if your field force performs cross-departmental activities or tracks some field tasks manually.

**SOSMobile** is designed to automate your ENTIRE mobile workforce. It aggregates orders and data from any source—including its own database—which means:

- o Field personnel have access to ALL the information they need to complete any type of work.
- o The office has a full view of your entire field force operation.
- o And, with **SOSMobile's** scheduling module, ALL of your orders can be intelligently scheduled and assigned, balancing workloads and increasing efficiency.

### It's Simple to Use.

Our user-friendly electronic forms and Wizards have been enthusiastically accepted by field staff.

### It's Easily Implemented.

Many of our clients are up and running in just weeks. **SOSMobile** lends itself to a phased implementation that's never overwhelming.

Some Utilities start with a specific automation objective—like an AMI/AMR project. Or with one department, one order type, one service territory, etc., and slowly expand its use. Others go all in. We'll accommodate whatever implementation method you choose.

### It's Affordable.

**SOSMobile** is highly scalable, making it affordable for any size utility. It's comprised of separate, seamlessly integrated modules that can be mixed-and-matched to take advantage of your Utility's needs, existing hardware and network connectivity.

Our phased implementation approach is reflected in our pricing, allowing utilities to start their automation with a minimal investment.

### It's for Now and for the Future.

Don't think you need to wait to replace a legacy system before enjoying the benefits of **SOSMobile**. It will have paid for itself long before a replacement system is implemented. In fact, it can even extend the life of a legacy system.

As integration experts, we can easily follow you to any new system. And your field personnel won't even notice the change.

### It's Supported with Competence.

The support we provide is second to none. Don't take our word for it—just ask our clients!

### How It Works

At the heart of our system is the **SOSMobile** Server, which controls the flow of data to and from a utility's back office systems. Callable Application Programming Interfaces (APIs) allow easy integration to virtually any software system. In addition, manually tracked tasks or orders can be automated and stored in the **SOSMobile** Server.

A Utility then selects one or a combination of the following modules:

**SOSRemote** allows Field Service Reps (FSRs) to stay connected to the office. There's a version that operates on laptops, tablets, smartphones or most any other handheld device. It integrates to mapping applications, such as Esri and Google Maps, and offers GPS tracking capabilities.

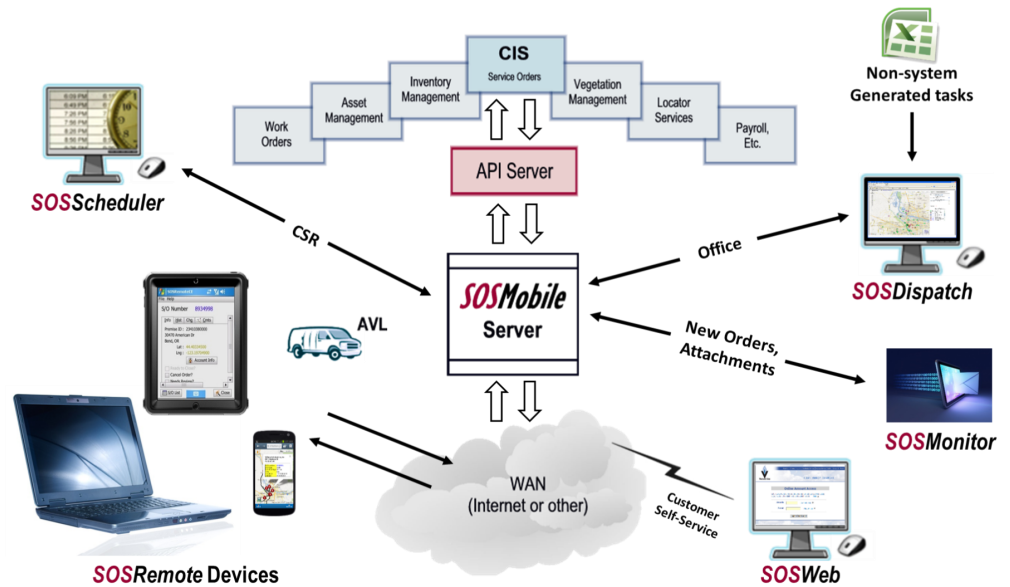
**SOSDispatch** gives dispatchers or office personnel control over the flow of work to the FSRs, as well as the ability to monitor progress in the field. It's also where non-system generated orders or tasks can be entered/imported.

**Automatic Vehicle Location (AVL)** with geofencing is a function of **SOSDispatch** and **SOSRemote**.

**SOSScheduler** is a sophisticated workload balancing tool that can schedule and auto-assign orders based on a host of criteria—like skill set, service territory, and availability.

**SOSWeb** lets customers schedule and maintain their service orders over a Utility's Web site.

**SOSMonitor** parses information from incoming email—such as 811 line locate notifications—automatically creating electronic orders. It also allows image or signature files to be auto-attached to existing orders when emailed to a specified address.



"If you can't  
measure it,  
you can't  
manage it."

~ Peter Drucker

And rest assured—all data entered into **SOSMobile** is  
logged and readily available for reporting purposes.