

## Overview

The **SOSMobile** suite of software products has a proven record of providing Utilities with a cost-effective way to automate all areas of their field service workload. With mobile dispatch, intelligent scheduling and real-time updates, **SOSMobile** connects customer service with field operations using existing infrastructure and devices. Whether your service territories are large and remote, urban or in-between, **SOSMobile's** flexible modules can be tailored perfectly to streamline your unique mobile workforce.

**SOSMobile** can interface to virtually any customer information system that supports the concept of a service order, and requires no changes to your base software programs or files.

It is comprised of separate, seamlessly integrated modules that can be mixed-and-matched to take advantage of your company's existing hardware and network connectivity. In addition, callable Application Programming Interfaces (API's) allow easy integration to any other application that generates a service order, such as third party locator services, IVR systems, or call centers.

Whether you're a customer requesting service, a CSR creating a service order, a dispatcher routing an order, or a service tech completing an order, **SOSMobile** will allow you to effectively manage your entire field service order workload from start to finish.

## How It Works

The key component of **SOSMobile** is a scheduling engine and the central repository for all service order data. You may choose to take advantage of this powerful scheduling tool's many features, or you may choose to bypass its scheduling capabilities and just use its repository function in combination with any of our add-on modules:

**SOSDispatch** gives dispatchers control over the flow of orders to the service techs, as well as the ability to monitor the progress in the field. It also integrates to Google Maps.

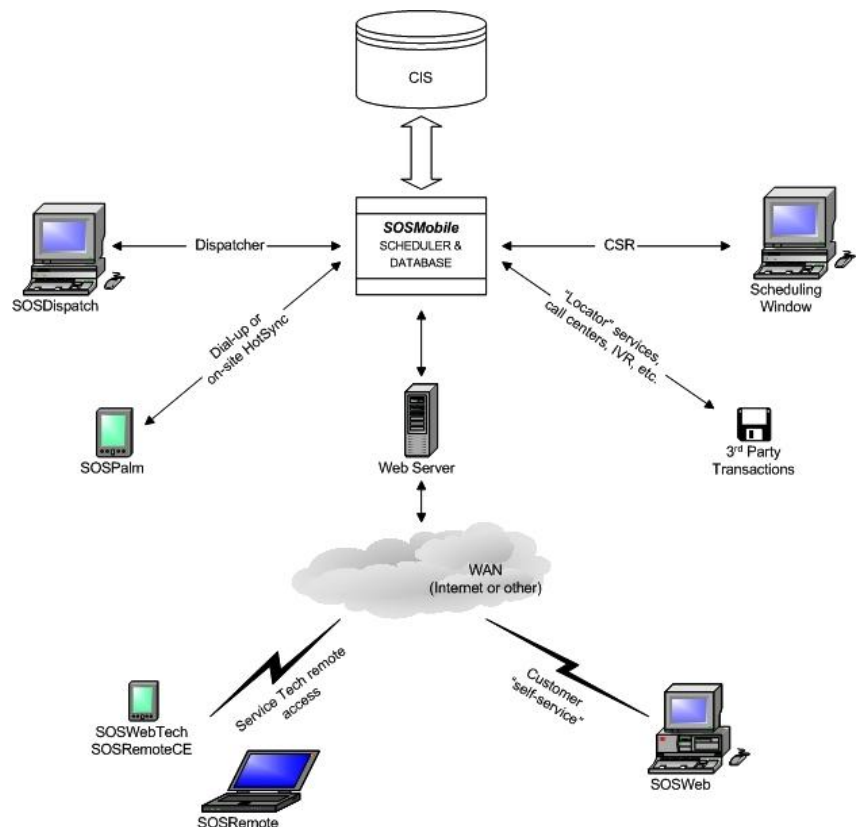
**SOSWeb** allows customers to maintain and schedule their own service orders over the Internet.

**SOSPalm** provides techs the ability to transfer order information between your CIS and a PDA.

**SOSWebTech** enables techs to review schedules and complete orders over the Internet.

**SOSRemote** allows techs to update and close service orders in the field using a laptop or tablet PC. It integrates to Google Maps and provides GPS tracking capabilities.

**SOSRemoteCE**, a "lighter" version of **SOSRemote**, runs on Windows mobile devices.



**System Highlights**

- Proven record of reliability, operating continuously at multiple sites since 1999.
  - Standalone application that can be installed without making changes to your CIS.
  - Easily integrates with other applications.
  - Callable API's allow any application to schedule orders, view order histories, or reschedule existing commitments.
  - User-defined program exits for updating CIS files, processing rescheduled orders, and interfacing to other products from within *SOSMobile*.
  - A flexible and highly scalable architecture.
  - E-CIS/eCIS+ path programs included.
  - Close orders from outside your CIS using *SOSRemote*, *SOSRemoteCE*, *SOSWebTech* or *SOSPalm*.
  - Interface to Google Maps with *SOSRemote* and *SOSDispatch*.
  - GPS tracking capabilities with *SOSRemote*.
  - Define a service tech's work schedule, including dates, territories, and order types that an individual can perform.
  - Assign service tech "skill levels" and "cost factors" that can be used by *SOSMobile* to intelligently assign work.
  - Introduce multiple factors that influence the amount of time allocated to complete a service order, such as travel time, territory size, and skill level.
  - User can override many of *SOSMobile*'s default settings for each service order, allowing control over the preferred service tech, schedule date, and schedule type.
  - Create schedules for a specific time of day, an appointment window, or no set time (all day).
  - Priority scheduling for emergency service orders.
  - *SOSMobile* automatically reschedules orders that have been "bumped" due to higher priority scheduling activity.
  - Built-in calendar display shows scheduling activity for each service tech.
  - System change logs track scheduling activity.
  - Customer self-service through optional *SOSWeb* application.
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**Additional Resources**

Visit us on the Web at [www.insightatlast.com](http://www.insightatlast.com)  
to view **online demos** of our *SOSMobile* suite of products and  
to learn more about InsightAtlast, LLC.