



RESPOND. RESTORE. REPORT.



arcos[®] SOS

During an emergency or major event, being able to quickly and easily identify non-traditional employee resources is critical to restoration. **ARCOS System Outage Staffing (SOS)** works in tandem with ARCOS Callout to leverage the same speed, accuracy and reliability you rely on to call out your traditional employee resources to secure and deploy resources enterprise-wide for major events. SOS ensures you reach the right people, quickly in every emergency situation.

BENEFITS OF SOS:

- Improves restoration time with speed and accuracy provided by ARCOS Callout when contacting and deploying emergency and major event resources
- Helps to improve response rates by providing history and benchmarking information for future process improvements
- Ensures that your storm response plan secures the right resources, in the shortest amount of time, with an audit trail for regulatory agencies
- Keeps management informed during major event restoration with period real-time updates
- Helps improve employee accountability by tracking requests and acceptance rates for non-traditional callout employees
- Improves productivity by allowing emergency response center staff to focus on restoration tasks instead of coordination of schedules and creation of reports
- Aids in critical decision-making by providing emergency alerts to management with real-time updates on major event staffing

FEATURES OF SOS:

- Provides a centralized database for major event rosters that is automatically updated when employees' qualifications change
- Allows for configurable emergency rosters based on your utilities qualifications
- Allows for scheduling of automated reporting to management without manual intervention
- Maintains real-time data on employee availability, responses and current staffing levels
- Provides real-time access to information during events for updates to management, regulators and media
- Easily integrates with your human resources or training/LMS systems for access to up-to-date employee information

Find out why 24 out of the top 25 utilities are using the ARCOS Callout Suite

Contact us today at
www.arcos-inc.com,
sales@arcos-inc.com, or 614.396.5500

After Super Storm Sandy, Con Edison worked with ARCOS to implement SOS for a faster, more coordinated response with other municipalities.

"Virtually all electric utilities have storm roles in terms of the jobs each person takes on to expedite power restoration after a major outage. An upgrade to ARCOS Callout and Scheduling Suite, ARCOS SOS, allows utilities to mobilize workers other than line crews for major storm duty."

FierceEnergy Publication