

**ARCOS Hires Software Industry Veteran
Ted Schneider as CTO, Names Mitch Chapman Product Chief**

Columbus, Ohio – May 8, 2014 – [ARCOS LLC](#) has hired software industry veteran Ted Schneider as its new chief technology officer. Schneider will manage cloud operations, software development and product management. Mitch Chapman, who previously served as ARCOS CTO, becomes Chief Product Architect, a newly created position. Chapman will research new technologies and dive deeper into the design and development of the ARCOS platform.

“Twenty-three of the top 25 U.S. utilities run ARCOS’s [cloud-based software suite](#) to automatically find, assemble and track utility crews,” said Schneider. “My mission is drawing a blueprint for the future and building on the great work of Mitch and his team.”

“My passion is staying deeply involved with our customers and product; in my new role, I’ll deliver more products and expand the platform,” added Chapman. “Ted has experience with SaaS delivery and successfully expanding an engineering group.”

As Schneider hires more software development staff, he will build out the product strategy, software roadmap and user requirement models. Schneider’s team will ensure ARCOS customers continue receiving the service level agreements they have come to know. Schneider will also extend the current platform, which includes adding to the software user experience, or UX. During a gas leak or any major event, every minute matters, so Schneider wants utility dispatchers, supervisors and executives to tap into an ARCOS UX that makes finding crews, reporting statistics and firing off alerts even faster than today.

“Ted has been a CTO for global software firms. He’s managed thousands of customers and big data; his know-how will help us grow while maintaining exceptional service for our customers,” said Bruce Duff, ARCOS CEO. “He’ll help us develop software that utilities can use to deploy and manage thousands of crews for the next superstorm.”

Before joining ARCOS, Schneider was CTO for iCare.com, a maker of cloud-based software systems for patient care. Schneider was also CTO of Learn.com, a provider of talent management systems. During his 30-year career he has been a product management executive for Taleo (now Oracle), Eaton, Rockwell Automation and on the engineering staff at GE Healthcare. He holds a bachelor's degree from the Milwaukee School of Engineering, and he has completed master's degree studies.



About ARCOS LLC

Twenty-three of the top 25 U.S. utilities rely on the ARCOS® Callout and Scheduling Suite. When the power goes out, a gas leak is reported or another emergency occurs, the award-winning, SaaS-based ARCOS Suite instantaneously finds, assembles and tracks repair crews, reducing outage interruptions and improving restoration time for electric, gas and power plant utilities. For more information, visit www.arcos-inc.com or call 614-396-5500.

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