

Ameren Missouri Speeds Up Restoration with ARCOS Crew Manager

Columbus, Ohio – August 20, 2014 – ARCOS® LLC is putting in place its [Software-as-a-Service](#) Crew Manager product at Ameren Missouri to improve the speed with which the utility mobilizes crews to restore power. ARCOS Crew Manager creates a centralized database Ameren Missouri will utilize to rapidly position crews, contractors and mutual assistance workers during storm recovery efforts. Ameren Missouri will employ Crew Manager, along with its existing web-based ARCOS Callout and Scheduling Suite, to more efficiently mobilize and then dispatch restoration crews.

“We are committed to providing our customers with more dependable service, regardless of the weather,” says Dave Wakeman, senior vice president, Ameren Missouri Operations & Technical Services. “The investments we’re making in state-of-the-art technology are part of our continuing effort to respond quickly and safely to get the power back on for our customers during an outage.”

“Utilities use our Callout and Scheduling Suite to contact hundreds of linemen, in seconds,” said Bruce Duff, chief executive officer of ARCOS. “They use Crew Manager to simulate different staffing scenarios and build crews in real-time to meet complex, changing conditions.”

Utilities such as Iberdrola USA note that having a centralized crew management database for analysis can play a significant role in restoring power quickly to customers and reducing storm costs.

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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About Ameren Missouri

Ameren Missouri has been providing electric and gas service for more than 100 years, and the company's electric rates are among the lowest in the nation. Ameren Missouri's mission is to power the quality of life for its 1.2 million electric and 127,000 natural gas customers in central and eastern Missouri. The company's service area covers 64 counties and more than 500 communities including the greater St. Louis area. For more information please visit AmerenMissouri.com or follow Ameren Missouri on Facebook or Twitter.