

## **Utility Workers Manage Callout Schedules and Response with New ARCOS Mobile App**

**Columbus, Ohio – May 8, 2015** – ARCOS® LLC, a provider of crew callout and [crew management](#) systems and services for 24 of the top 25 U.S. utilities, has launched new features for its ARCOS Mobile application, which speeds up the call out of utility crews for emergencies such as electric outages, gas leaks or a power plant boiler tube leak. ARCOS Mobile provides easier access to the ARCOS Callout and Scheduling Suite for utility managers and crews via a tablet, phablet or smartphone.

Without ARCOS, many dispatchers and supervisors fill after-hours and emergency callouts by manually dialing crews, until reaching available workers. With ARCOS, the cloud-based callout system automatically locates and assembles utility repair crews in major storm events.

“While it’s convenient in our current system to hear an automated voice explain the callout opportunity,” said Ted Schneider, chief technology officer for ARCOS, “ARCOS Mobile could trim 45 seconds to several minutes off the callout acceptance process by displaying on a smartphone all the information a crew needs, at once.”

### **Benefits for Field Employees**

With permissions put in place by utility managers, the ARCOS Mobile app gives workers a way to log in with one set of credentials and accept and release themselves from callouts. The app also offers:

- Easy self-service – ability to manage schedules
- Faster mobile notifications
- Real-time alerts for roster position changes
- Easily check position on roster
- Track own callout percentages
- Quickly update calendars

### **Benefits for Supervisors**

Supervisors and ARCOS administrators can use ARCOS Mobile to save time locating, assembling and accounting for crews, which:

- Results in more accurate employee schedules
- Speeds up callouts
- Improves callout response rates
- Improves accountability
- Improves labor relations
- Improves efficiency by reducing calls to supervisors

If crew members want to arrange their callout availability for after-hours work, ARCOS Mobile offers a roster view showing utility workers their roster position relative to other field workers. ARCOS

customers who are utilizing ARCOS Mobile may download the app from the iTunes Store or Google Play.

**About ARCOS LLC**

Twenty-four 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](http://www.arcos-inc.com) or call 614-396-5500.

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