

# RESPOND. RESTORE. REPORT.

**arcos**<sup>®</sup>  
SIREN Mass Calling

For utilities, having a way to quickly and easily communicate is a critical part of any emergency preparedness plan. **ARCOS SIREN<sup>®</sup> Mass Calling** allows executives and management to send customized emergency messages to customers, civil authorities, emergency responders and media about power outages, gas leaks and power plant emergencies. With **SIREN Mass Calling** added to ARCOS Callout, you have a reliable, multi-channel communication system you can count on to deliver your message to the right audience at the right time.

To target customers and key constituents with custom messages, ARCOS automatically uploads contact lists from other utility software systems and converts data into customizable spreadsheets. Once uploaded you can easily send messages to specific groups of customers or public officials about outages or emergencies.

In the case of an electric utility experiencing an outage on a specific circuit, or a gas utility with a gas leak, SIREN Mass Calling can deliver a text or audio message to customers in the areas affected. It also allows for easy updates to customers and authorities about the progress of work.

## BENEFITS:

- Enables custom communications outside the enterprise or internally to employees – keeping them informed about emergency events or safety concerns
- Ensures fast communications to civil authorities or media on urgent matters
- Helps to improve customer satisfaction by providing easy communications when needed
- Faster communications to employees can save hours of overtime pay and minimize company liability
- Helps executives and managers communicate quickly to avoid an incident escalating into a crisis

## FEATURES:

- Allows for fast targeting broadcasting to customers, civil authorities, emergency responders and media – via text or audio message
- Maintains detailed records, satisfying state and federal regulator for proof of mandated communication timeframes
- Supports industry standard CVS, DAT and TXT file formats, enabling loading and execution in seconds

**Find out why 24 out of the top  
25 utilities are using the AR-  
COS Callout Suite**

Contact us today at  
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[sales@arcos-inc.com](mailto:sales@arcos-inc.com), or 614.396.5500