



RESPOND.
RESTORE.
REPORT.

arcos[®]
CREW MANAGER

IMPROVED SITUATIONAL AWARENESS AND DECISION MAKING FOR CREWS AND RESOURCES

“When a utility has to pair or build crews, there’s another layer of complexity involved. Being able to simulate different staffing scenarios and react in real-time to complex, changing conditions improves the efficiency of the crew management process by an order of magnitude.”

Cheryl Maletich, Vice President
of Distribution System Operations,
ComEd

ARCOS Crew Manager helps utilities to quickly identify which crews, vehicles and equipment are available for work and improves the ability to assign and manage these resources. Whether it’s day to day or during an emergency event, the ability to pre-plan scenarios and place crews on site faster leads to getting energy to customers sooner. Crew Manager pulls crew and resource data from work management, OMS, and scheduling systems into a powerful dashboard. This provides management real-time views into which crews are where, who is available to work, where resources are located and how much money is being spent.

Utilities invest a large amount of money and resources for work planning and scheduling, work management and outage management systems. These critical work systems provide work data to field services personnel for assigning crews to complete jobs. Unfortunately, due to nature of the utility industry, crew availability can easily change overnight—throwing crew resources out of sync. When this happens managers must often resort to utilizing excel spreadsheets, multiple whiteboards and phone calls to shore up changes that may occur daily or overnight. ARCOS accesses data from work management, OMS, and scheduling systems—which allows managers to assign the crews and resources based on their current availability. This significantly reduces the time to assemble crews, improves productivity and saves money by eliminating paid wait time.

Utilities lose millions of dollars in productivity and cost recovery cases due to lengthy service disruptions resulting from use of manual tools and processes to manage crews. Crew Manager[®] helps to speed this process and maximizes cost recovery. By recording all crew activity and logistics support pre-event through demobilization, management has up-to-date information at their fingertips. The system records assignments, creating a history and the ability to report on resources utilization. Detailed reporting also allows you to easily verify actual work performed to invoices received – saving time and money.



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RESPOND

ICS, Emergency Preparedness, Emergency Managers

- Improve situational awareness - Identifies where your crews are in the event your facilities are compromised
- Reduce training and retraining - simplifies crew management with ability to receive, manage and deploy both internal and mutual assist crews in one application
- Faster and more accurate ETRs/ERTs - Provides an instant snapshot of resources available with import of mutual assist crews
- Centralizes crew management - Improves response time by allowing all crew resources to be put in emergency or storm
- Allows for faster configuration and deployment of crews by utility-defined locations, staging areas and service centers via dashboard

RESTORE

For Supervisors and Managers

- Manage and record key operational information - update and track crew status, vehicle assignment, reporting supervisor and other operational information using touch-screen interface
- Improves crew productivity - Updates crew status in real-time through a centralized or distributed emergency management structure
- Improves safety by tracking crew hours - allowing for better managed rest times for crews
- Mobilize faster - Easily leverage "blue-sky" crews during transition to emergency or storm mode
- Simplify management of crew schedules - track daily work and automate the transfer and release of crews

REPORT

Executives, Operations and Emergency Managers

- Increase cost recovery - Can save millions through improved transparency and detailed reporting
- High confidence data - Improves accuracy with event playback for before, during and after restoration - for management, media and regulators
- Invoice verification - Tracks crew work time for improved post-restoration invoice reconciliation and support for cost recovery
- Operational insight - Provides real-time reports of current and forecasted crew coverage
- Productivity management - Provides a snapshot in time of actual crew resources used vs. planned
- Historical Reference - Creates an historical record of work by crew members, vehicles and equipment

OTHER SOLUTIONS FROM ARCOS TO ENHANCE RESOURCE MANAGEMENT AND COMMUNICATIONS

Callout and Scheduling – Simplifies a utility's and power generation plant's ability to respond, restore and report in real-time for service restoration and emergencies

Mobile – Delivers all the features of Callout features to mobile for faster and easier access for managers, supervisors and crews

System Outage Staffing – Mobilizes the entire enterprise by quickly identifying employees with needed skills in your organization

Closest to the Trouble – Saves time in critical events by locating the closest available employee to the address needed

Siren Mass Calling – Improves customer communications by providing targeted mass notifications outside the enterprise

Vacation Management – Simplifies management of vacation requests while ensuring daily minimum staffing levels

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

Contact us today at arcos-inc.com,
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