



RESPOND.  
RESTORE.  
REPORT.

arcos<sup>®</sup>  
CALLOUT

*"We found it could take up to **two hours** to go through the manual phone list. **Now that takes two minutes.**"*

William P. Herdegen III,  
(former) VP of Transmission and  
Distribution Kansas City Power & Light

The **ARCOS<sup>®</sup> Callout and Scheduling Suite** simplifies an organization's ability to manage resources, respond to planned or unplanned work, and consistently report.

For most critical infrastructure companies, reliability, efficiency and business continuity are keys to success. One of the major factors that can hinder this is slow manual processes that affect productivity, resources and ultimately can cost millions of dollars. ARCOS reduces the time required to assemble and fill shifts from hours to just minutes by automating complex scheduling, union and business rules. It also provides centralized control for improved visibility and situational awareness into your daily operations. The detailed, real-time reporting provides accurate information for management and proof of results. ARCOS can help you improve your operations, fill your resource needs and ultimately reduce costly errors.



# RESPOND. RESTORE. REPORT.

**RESPOND** to staffing needs for planned and unplanned work

- Save time by quickly filling resource needs for both unplanned and future work
- Save costs by eliminating manual error and reducing grievances
- Comply with union and business rules with built-in automation
- Simplify internal employee communications with automated notifications by phone, text alerts, mobile application and email

**RESTORE** your operations and productivity quickly and efficiently

- Maintain shift coverage with centralized scheduling for current and future shifts
- Track and manage real-time availability of resources
- Speed up restoration of operations by quickly and easily arranging people with the right skills for the right job
- Free up time for your supervisors to work on the projects in the field or on the floor rather than spending hours on manual tasks

**REPORT** real-time and historical information to key stakeholders

- Provides automated generation and distribution of detailed reports for staffing levels, organizational and employee performance
- Improve employee satisfaction through the transparency of equitable overtime distribution
- Easily view coverage gaps in shifts across days, weeks or months to ensure readiness
- Quickly find historical, detailed data for grievance management and response

ARCOS extends across the enterprise by supporting daily operations efficiency, business continuity and emergency planning, communications and improved business intelligence in addition to callout and scheduling capabilities.

## OTHER SOLUTIONS FROM ARCOS TO ENHANCE OPERATIONAL EFFICIENCY AND COMMUNICATION

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

Incident Management- Activate and mobilize your emergency response structure quickly, with a centralized platform for real-time information

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

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

Find out how your peers are using the ARCOS Resource Management Platform

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