



RESPOND. RESTORE. REPORT.

arcos[®]
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[®] Callout and Scheduling Suite** (ARCOS Callout Suite) simplifies a utility's and power generation plant's ability to respond, restore and report in real-time for service restoration and emergencies.

For most utilities and power generation plants, service reliability, business continuity and effective emergency preparedness are critical. One of the major factors that can hinder this is slow manual processes that delay response time, lower customer service ratings and ultimately cost millions of dollars. The ARCOS Callout Suite can help you improve service reliability, save money and ultimately reduce CAIDI/SAIDI and gas leak response times. The Suite helps to reduce the time required to assemble and track repair crews 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 operations during events. The detailed, real-time reporting provides accurate information for management and proof of results.



RESPOND. RESTORE. REPORT.

RESPOND to events and emergencies faster.

- Saves time with faster callouts and crew assembly by ensuring the best qualified resources are assigned to jobs
- Saves costs by eliminating paid wait time
- Simplifies union and business rules with built-in automation
- Saves costs by eliminating callout errors and grievances
- Eliminates callout related regulatory fines
- Simplifies internal employee communications with mass notification messaging
- Saves time by translating text to speech for audio messages
- Simplifies messaging by automating email and text alerts with critical updates

RESTORE power and pipeline integrity quickly and efficiently.

- Improves service reliability – by calling out crews faster when service is compromised
- Reduces CAIDI/SAIDI and gas leak response by minutes
- Speeds time to restoration by quickly and easily arranging for the right skills on the right crews
- Simplifies tracking and management of internal and contractor crews along with resources from a centralized database
- Maintains staffing level coverage with centralized scheduling and 'fill-shift' functionality

REPORT real-time information to management and regulatory agencies.

- Provides automated generation and distribution of detailed reports for callout performance, organizational and employee performance and resource availability
- Eliminates cost related to callout errors and grievances with detailed reporting
- Improves employee morale through transparency of equitable overtime distribution
- Easily view coverage gaps in rosters across days, weeks, or months to ensure readiness

The ARCOS Callout Suite delivers strong ROI and pays for itself in the first year. ARCOS extends across the enterprise by supporting business continuity, emergency preparedness, communications and improved business intelligence in addition to callout and scheduling capabilities.

OTHER SOLUTIONS FROM ARCOS TO ENHANCE RESOURCE MANAGEMENT AND COMMUNICATIONS

Crew Manager – Saves time and simplifies the process of managing crews, schedules, logistics and reports during storms and major events

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,
sales@arcos-inc.com, or 614.396.5500