



ARCOS taps CFO Fuller to be customer advocate
Promotes finance chief to president

COLUMBUS, Ohio – September 27, 2022 – [ARCOS® LLC](#) has promoted Chief Financial Officer [Ross D.S. Fuller](#) to the newly created role of president and to serve as the company’s lead customer advocate championing the needs of its critical infrastructure customers. Fuller will marshal the firm’s resources to show how its mobile workforce management technology is transforming field work by helping customers like utilities and airlines complete work faster and safely with enhanced visibility across an organization.

“Critical infrastructure industries want to empower their fieldworkers with real-time information about assets, a shared view of jobs, and all the details for making the safest, best decision – all on one pane of glass,” said Fuller. “Some of North America’s largest utilities have deployed [ARCOS Mobile Workbench](#) to tackle these challenges, and we want their peers to know how Mobile Workbench improves customer satisfaction, employee engagement and productivity.”

“Since working with us in 2015, Ross has been an internal champion for our customers, ensuring ARCOS’s products and operations strategically meet customer needs,” said ARCOS CEO Odus “Boogie” Wittenburg. “As president, he’ll spearhead how we respond and align to clients’ needs.”

“Advocating for our customers and their journey across our products is exciting, especially since one of ARCOS’s core values is to be relentless about customer success. To do that, we need to proactively anticipate and address their needs,” Fuller added. “I’ll be focused on collecting and disseminating customer input for ARCOS and making sure our organization benefits from that feedback, so we’re in lockstep as our solutions evolve with our customers’ needs today, tomorrow and beyond.”

According to Fuller, job one at ARCOS is helping critical infrastructure customers like utilities optimize daily and emergency fieldwork or airlines get planes back into the sky when grounded by irregular operations. The goal, says Fuller, is to transform the speed at which these customers can respond, restore, and report on daily planned and unplanned activities. ARCOS ensures the right resources are directed to the right place, to do the right work, at the right time.

Before ARCOS, Fuller spent 20 years serving publicly traded and privately owned businesses as a principal at private equity funds and in management roles for several companies including KPMG. Fuller earned a bachelor’s degree from the University of KwaZulu-Natal in South Africa and certifications as a chartered financial analyst and chartered accountant. He and his family live near Washington, D.C.

About ARCOS LLC

ARCOS is a leader in delivering SaaS solutions for managing resources, ensuring accurate, compliant shift scheduling and automatic planning for all types of events. The ARCOS solution reports on the up-to-the-minute location and status of equipment and crews via mobile technology for utilities and other critical infrastructure like airlines, manufacturers and industrial facilities. The ARCOS resource management platform helps organizations save time and money, while improving customer satisfaction and the efficiency, safety and accuracy of operations. Learn more at <http://www.arcos-inc.com>.

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