

arcos®

UTILITY INSIGHT

REAL-TIME DASHBOARDS THAT IMPROVE EFFICIENCY AND AWARENESS FOR UTILITY OPERATIONS

ARCOS Utility Insight helps you lower costs and maintain reliability through powerful integrated views of your data across applications, and the capability to directly act on key real-time metrics. A single source of truth for your operations, Utility Insights provides a real-time view into operations, keeping all stakeholders from dispatch to the C-suite in sync.

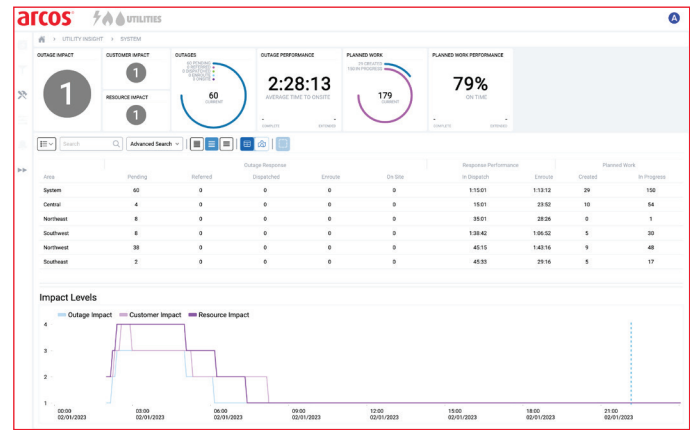
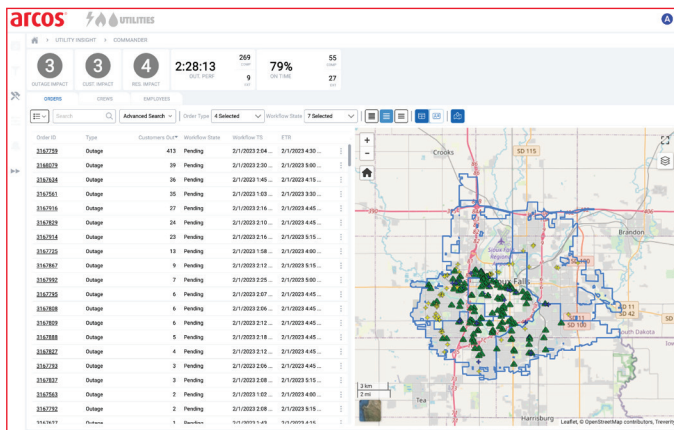
- **Improve accurate and consistent decision making.**

It's not enough to have access to data; that data needs context, and you need to be able to act on it. With Utility Insight, all levels of operations have a consistent framework of real-time situational awareness to help navigate rapidly-changing conditions, and take fast decisive action.

- **Increase customer satisfaction and operational effectiveness.** Because you have clear real-time visibility into your work, people, and assets, you're better able to provide accurate restoration estimates and get the power on faster, meaning happier customers and improved SAIDI/SAIFI/CAIDI.

- **Achieve performance metrics and financial goals.** Working more quickly and accurately improves key performance indicators (KPIs) and gets crews working on revenue-generating construction projects more efficiently.





UTILITY INSIGHT AT A GLANCE

Summary Dashboard

One of the core dashboards in Utility Insight, the Summary view provides visibility into all active planned and unplanned work, with detailed metrics on response time, customer impact and more.

Commander Dashboard

Designed for on-hands operational use, the Commander view allows for a deeper level of detail into current activity in the field, with a configurable map view that plots all active crews and projects in a single interface.

Impact Levels

Dynamically generated by Utility Insight based on individualized criteria, impact levels are single-digit internal KPIs that provide instant insight into the state of operations and what areas require attention.

Automated Communications

As impact levels change, automated communications keep stakeholders informed at all levels of the organization and drive operational response.