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At-A-Glance

Product Literature

Download the latest [Product Literature](#) for details on the entire **SOSMobile** suite of software.

SOSRemoteTouch

Scan the QR Code to see a demo of *SOSRemote* for smartphones, iPads or other touch devices - or [click](#) to see it in your browser.



Product Info



Announcing Native Versions of **SOSRemoteTouch** for Android and iOS

InsightAtlast is pleased to announce that *SOSRemoteTouch* is now available in the Apple Store, Google Play and Amazon Appstore.

Offering the same look and feel as the browser-based version, the native apps better support continued use in disconnected mode.

So now even if your service territory has spotty connectivity, *SOSRemoteTouch* is a viable option.

Many utilities use a combination of devices in the field, such as Windows tablets running *SOSRemote* and iPads running *SOSRemoteTouch*.

[Contact us](#) to see if a combination might be right for you.



Rest assured—**SOSMobile** passes **Windows 10** compatibility testing.

Out and About



Standing Room Only at MOBILE TECHNOLOGY Session of NEPPA's E & O Conference

In June, InsightAtlast and our client Groton Electric Light Department (GELD) gave a well-received presentation on Mobile Technology and its positive impact on GELD's operation. They've been using *SOSMobile* to view/collect information—like job location, inventory, crew members, crew member time, truck time, comments, etc.—and electronically close orders in the field for over a year.

GELD, located in Groton, MA, is a great example of how a utility with less than 5,000 meters can save money and improve efficiency with mobile technology.





Senior Dispatcher Roger Mannhalter of Vermont Gas Systems loves how SOSDispatch has made his job easier. (Note the SOSDispatch Calendar Screen in upper right corner.)

“SOSMobile is a great tool that’s really benefiting Vermont Gas customers and helping our entire organization move forward.”

Vermont Gas Dispatcher Praises **SOSMobile**

When it was first announced that Vermont Gas would be implementing *SOSMobile*, long-time Senior Dispatcher Roger Mannhalter was skeptical of the new technology. He just wasn’t sure how it would improve the manual process he had carefully honed over the years.

Now after several months of use, he has a different outlook.

Around 3:00 each afternoon, Roger used to print out, sort and compile stacks of paper to assign next day work, struggling to complete the process before 5:30. With *SOSDispatch*—one of the modules that comprise the *SOSMobile* suite—the paper is gone and the job is completed much sooner.

“It’s streamlined my job so much, I’m starting to feel like the Maytag repairman!”, quipped Roger.

SOSDispatch allows users to easily assign work to appropriate field personnel, and to view their progress in real-time. Its color-coded Calendar screen, which can be set to client preference, offers an at-a-glance view of a utility’s workload.

Roger went on to say, “*SOSMobile* is a great tool that’s really benefiting our customers and helping our entire organization move forward.”



Roanoke Gas Visits

Vermont Gas Systems

In July, representatives from Roanoke Gas in VA, along with partners of InsightAtlast, met at the offices of Vermont Gas Systems in South Burlington, VT. Roanoke, who is in the process of implementing *SOSMobile*, wanted to see the software in action and learn from Vermont’s experience. It was also interesting for these similar sized gas utilities to compare and contrast their general operations.

A day and a half was spent listening to members from various departments speak frankly and positively about the *SOSMobile* implementation process and the impact it’s had on their jobs.

Bobby Wells, Roanoke’s VP of Information Technology, described the visit as “very productive”.

And Roanoke’s Director of Operations, Pam Weddle stated, “Our visit was very informative and worthwhile. I spent the trip home trying to absorb everything we heard and learned, and arrived back in Roanoke eager to get started on our *SOSMobile* venture!”

“The folks at Vermont Gas were very gracious hosts and it was great spending time with them and our new clients from Roanoke,” said Tim Fischer, Managing Partner at InsightAtlast. “And it’s always gratifying to get such positive feedback about *SOSMobile*!”



Service Order Recap Report– Big Hit with Field Techs and Customers



One of the many popular features of *SOSMobile* for Vermont Gas and their customers is its Service Order Recap Report.

After techs complete work at a customer site using one of *SOSRemote's* Wizards, a report can be created at the push of a button summarizing all of the work performed. Electronic signatures can be

obtained, and the report can be emailed to the customer in pdf format.

Now customers know exactly what was done, along with any associated charges. This means no surprises at billing time and less calls for Customer Service to handle.

Just another way *SOSMobile* improves efficiency and increases customer service!

SOSMobile Helps **WESTERN COOPERATIVE ELECTRIC** with AMI Project

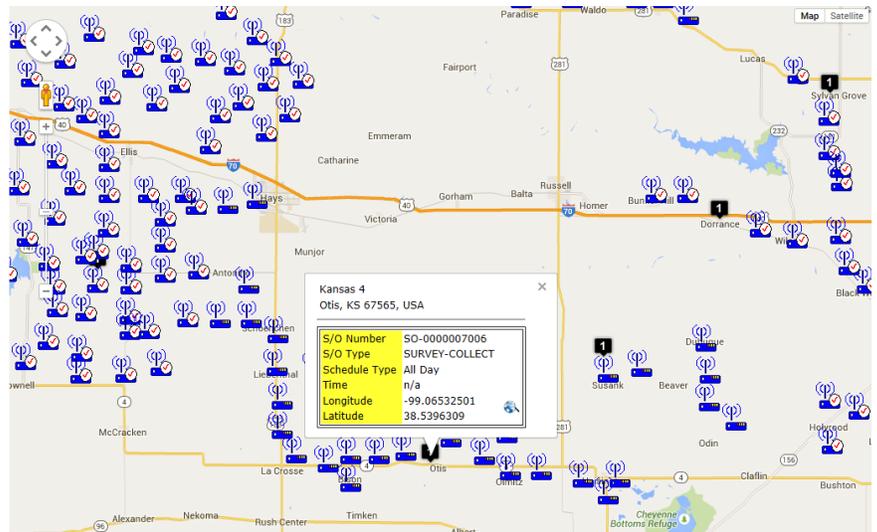
InsightAtlast is pleased to welcome our newest client, Western Cooperative Electric Association—a 12,300 meter rural utility headquartered in WaKeeney, KS.

Western is initially using *SOSMobile* to facilitate site surveys for their AMI networking equipment.

We reverse geocoded the suggested router/collector sites using the design coordinates supplied by the vendor, and converted them into electronic orders stored in our *SOSMobile* Server. The orders can then be viewed and assigned with our *SOSDispatch* module. Once assigned, they appear on the *SOSRemote* devices allowing field workers to obtain actual installed coordinates, enter router or collector heights, and enter any comments.

Phase II of the project, which will be underway soon, involves automating the meter changeouts and integrating back to Western's Daffron Customer Information System. Ultimate plans include rolling it out for all order types.

Because of *SOSMobile's* modular design, it lends itself to this type of phased implementation. Breaking the project into manageable segments gives utilities time to get comfortable with the software, evaluate mobile devices and gain the hands-on experience to clearly understand how to proceed with continued automation. [Contact us](#) for help finding a strategy that will work for your utility.



Router/Collector site surveys near completion at Western Cooperative Electric. Here SOSDispatch displays completed, assigned and unassigned sites.

About InsightAtlast

InsightAtlast has helped utilities save money and increase productivity through field force automation since 1999. Our SOSMobile suite of software provides intelligent scheduling, mobile dispatch and real-time updates to and from the field, affordably automating a utility's entire mobile workforce and service order workflow. As integration specialists, SOSMobile is designed to capture and update orders and data from multiple sources, including its own database. Field operations is presented just the information needed to complete work using most any mobile device. And the office has the tools to effectively manage field resources. Since SOSMobile's flexible modules can be tailored to suit any utility's unique mobile workforce, it's currently in use at a diverse array of client sites.

