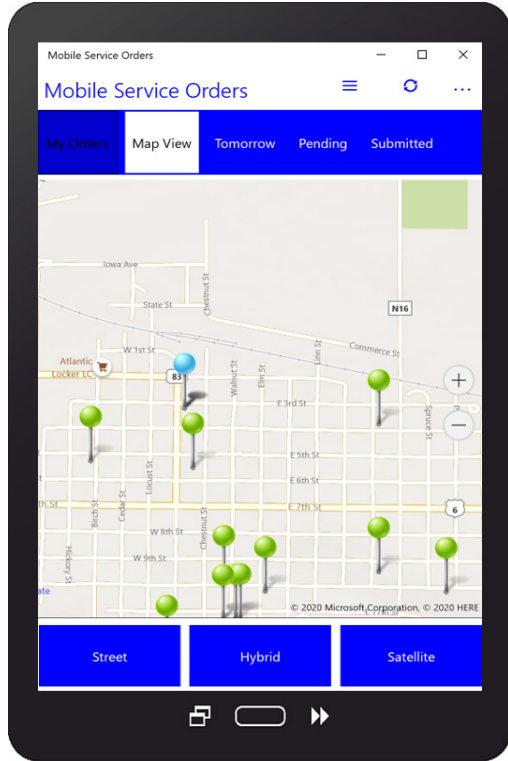


## Increased efficiency for staff and faster response time to the customer.

**Mobile Service Orders (MSO)** creates electronic Service Orders generated by customer service representatives, office staff, engineering and line crews. **MSO** provides an instantaneous bridge between the office and field crews allowing field crews to be in communication with the office while orders are being worked. When the field crew has internet connectivity, orders can be dispatched to them, then as orders are worked and completed, orders can be immediately communicated back to the office. This results in greater efficiency for crews and faster response time for the customer.

### Features & Benefits

- Application can easily be installed on a mobile device
- Crews have the ability to generate an order in the field
- Daily work can be downloaded to multiple mobile devices such as a laptop, tablet or phone
- Orders can be assigned directly to a specific crew or to a dispatcher for further reassignment
- Provides instant access from the office to the crew
- Reduce travel time for field crews
- Works with iOS, Android and Windows



## Solution Highlight

A wizard walks the crew through the order requesting the specific information required to complete the order. The crew even has a button to easily identify the orders assigned to them and where they are located.

Orders can be assigned directly to a specific crew or to a dispatcher. A dispatcher can easily manage workloads and route to crews. If a crew is unable to get to an order, they can reassign the order back to a dispatcher.

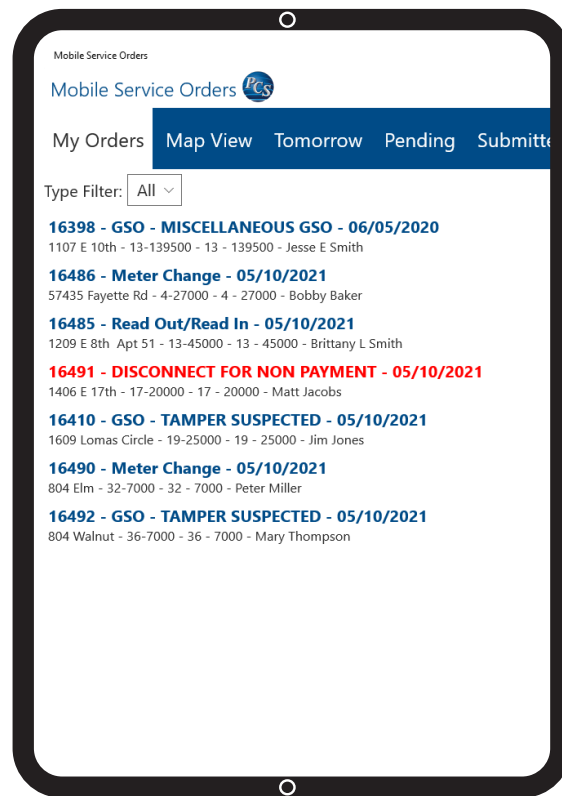
The real value of **MSO** is it provides instant access from the office to the crew. In many cases reducing drive time by eliminating the need to drive to the office for service orders. All of this from mobile devices that the utility often already has in place.

## Easy Installation

The application can be easily installed on a mobile device, once installed, orders can be downloaded, stored, worked (even if there is not an internet connection), then communicated back to the office when a connection is made. Unlike paper orders, daily work can be downloaded to multiple mobile devices such as a laptop, tablet, or even a phone. **MSO** works with iOS, Android, and Windows. Mobile screens are easy to read and can be used in landscape or portrait layouts.

## Dispatch

The **MSO** system was designed to empower customer service representatives, dispatchers and field crews to improve the overall speed and efficiency of the service order process. Orders can be electronically sent to field crews or directly to dispatch. Dispatch can organize work and assign to crews as needed. Crews can receive work in office and in the field. If the situation requires, work can be reassigned to other crews allowing for complete control of the work assignment.



## Advantages for the Utility

- › Implement electronic orders
- › Reassign orders to different crew if/as needed
- › Initiate orders in the field
- › Pictures taken in the field are saved with order and viewable in the app & in office
- › Seamless integration with **Utilit-e Connect** billing
- › Easy to use, train, and implement
- › Available on laptop, tablet and phone
- › Runs with and without internet connectivity
- › Reduce drive time for crews
- › Go Green, eliminates handling paper orders



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“Knowing that I can enter a service order or update the crew on a pending service order, and our servicemen will be able to refresh and see it immediately makes it possible for us to address something right away and work more efficiently.”

— MaryDawn Buntin, Customer Service Supervisor  
Kittitas PUD, Ellensburg, Washington