MILSOFT®
Utility Solutions

Engineering Analysis
Outage Management
Milsoft FieldSyte™
GIS & Field Engineering
Communications
Automated Customer Services
Enterprise Accounting & Billing
Financial Management
Work Management

Engineering & Operations

Plan, analyze, operate, and manage your utility like never before. Providing our customers with amazing tools since 1989, Milsoft has demonstrated that Milsoft solutions contribute significantly to enhanced operational efficiencies and happier customers. Milsoft solutions include Outage Management, Engineering Analysis, GIS, and Field Engineering. Take Customer Engagement to the next level with our Communications (IVR) Automated Custer Services platform. Milsoft also offers Enterprise Accounting and Utility Billing. This brochure focuses on Engineering and Operations software. For more on our Accounting Solutions or Communications (IVR), please contact your regional account manager at Milsoft.

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Milsoft Outage Management System (OMS)

A great outage management system can significantly improve a utility's effectiveness in restoring power to its customers. Electric utility service interruptions not only inconvenience customers, they also result in unanticipated expenses for both customers and the utility. Service outage circumstances can also endanger public health and safety. Utility employees may have to work long hours under challenging conditions with inadequate information to restore service while customers are literally in the dark about the nature and duration of the outage.

Keep Everyone Informed

The Milsoft Outage Management System (DisSPatch®) includes tools to allow utility customers to stay more informed with outage information. Customers can view the Outage Web Viewer to see where current outages are occurring, estimated times of restoration, and other interruption related information. Customers can also log into the outage web viewer to report outages for their accounts and view the status of existing outages affecting their accounts.

Milsoft Outage Messenger allows the utility to send emails and text messages to employees to keep staff informed of outage details and information. Key personnel gets the information they need without having to look at their computer or open a specific app on their phone. Outage Messenger can also be configured to update social media platforms using email notifications providing additional methods for keeping customers in the know in regards to current outages on the system.

Leveraging the power of Milsoft Outage Management with Milsoft Communications also allows the utility to provide more details for outages to customers when they call or text into the utility. System features will enable the utility to automatically update a Twitter feed to assist in keeping the public informed. To learn more about Milsoft Communications (IRV), please consult with your regional account manager.

Easily Integrate other Utility Systems
Milsoft Outage Management allows the utility to leverage the investments already made in existing technology and systems. Using interfaces to AMR/AMI, SCADA, AVL, and CIS systems, Milsoft outage management integrates all of the necessary data from these systems into a single screen for convenient viewing.

Key Features:

- Outage predictions
- Fault Locator
- SCADA open/close information
- Manage outages by district
- Automatic modification of outage locations
- Lightning strike analysis
- Dynamic weather tracking
- Graphical display of calls, AMR pings and crew locations
- Interoperable with AMR and SCADA
- Outage statistics and custom reporting
- And much, much more

Other Options:

Assessments: Assessments allows users to input damage and maintenance information into Milsoft Outage Management and connect that information to specific circuit elements. Assessments can be related to a current outage, such as downed lines during a storm, or the data can be outage-independent, such as observations of required maintenance from the field.

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FIELDSYTE™
Powered by RC Map Engine

Milsoft FieldSyte™

Put the full power of Milsoft's engineering and operations solutions in the palm of your hand with Milsoft's latest product, FieldSyte™. FieldSyte includes a robust feature set of tools to help you work efficiently and effectively from wherever you are, no matter your network coverage. Search and trace your electrical model, work outage tickets, integrate with AVL and AMI systems, document a tailgate meeting, or perform inspections and right of way tasks. FieldSyte currently has over a dozen different modules with many more on the way, allowing you to build out the solution that fits your needs. Available for use on iOS, Windows, and Android devices.

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FieldSyte Includes:

- Milsoft Model and Customer Data
- Open Street Map Landbase
- Fault Locate
- Map Notes
- Model Trace

- Sketch
- Measure
- Navigation
- User Location Tracking
- External GPS Integration

What Else Can You Do with FieldSyte?

FieldSyte's highly configurable platform offers several additional Operations and Mapping modules to choose from. These operations and mapping modules provide more capabilities to your field workers to help them do their jobs more efficiently.

FieldSyte Operations Modules:

- OMS Tickets
- OMS Assessments (Coming Soon)
- Map Assessments
- Live Model (Coming Soon)
- AMI Integration
- AVL Integration
- Tickets/Observations/Inspection Books
- Vegetation Management
- Truck Inspections
- Custom Forms
- Field Staking (Coming Soon)

FieldSyte Map Options:

- Satellite Maps
- Weather Layers
- Custom Published Maps
- Custom Live Maps
- Custom Exports
- Custom Raster Maps

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Milsoft Visual Analytics

Powered by Altair SmartSight™

When a picture says 1000 words…

No one can deny the power of collected and stored data. Contained in a broad range of data sets available to you is critical information that needs to be extracted, disseminated, and shared with your teams. There is no better way to turn your operational data into valuable information than by using Milsoft's Visual Analytics tools, powered by

Altair Smartight™, Milsoft will provide a standard set of versatile templates designed to give stakeholders graphical dashboard views of critical operations metrics. Milsoft also offers authorship rights and training so that you can customize your reports to suit your organization's needs.

Map Display

Milsoft Personnel Notification can watch for certain conditions to trigger notifications via single or multiple means of communication, including email, text, or voice calls to a group of employees chosen for that condition. Each Notification "Watcher" combines Event Data, Contact Data, and Notification Templates to launch Notification Campaigns to the right people at the correct times with all of the pertinent information. Milsoft Personnel Notification, powered by the Milsoft Communications Platform, includes several key features.

Below is a partial list:
• Multiple phone numbers and email addresses
• Automatic retries
  Call one employee at a time until someone "acknowledges"
   º If no one "acknowledges" (by pressing 1), the list can be reactivated or activate another group
• Monitoring and reporting tools
• Dynamic and interactive content

To learn about several other options and features, please visit www.milsoft.com

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Electric T&D Modeling & Analysis

Milsoft's Engineering Analysis software (WindMil®) can handle every aspect of electric distribution system planning and analysis. This industry-leading circuit modeling software can accurately represent a fully detailed circuit model that includes individual customers, in-line and end-point devices, even distributed generation. The analytical capabilities encompass power flow and voltage drop modeling, reliability analysis, contingency and sectionalizing studies, short circuit and fault current calculations, protective device coordination, and arc flash hazard analysis. These and many more analytical tools

can include full geographic representation and MultiSpeak interfaces to CIS, SCADA, and AMR/AMI data sources.

Since 1989, Milsoft Engineering Analysis has proven to be a dependable foundation for electric distribution system planning and analysis. Over one thousand electric utilities, consultants, universities, and vendors in the US and abroad use Milsoft engineering analysis software. You cannot get a more accurate, more powerful, more versatile, or more user-friendly engineering analysis software solution.

Other Options:

• LandBase® for quick map viewing with spatial overlays
• LightTable® provides curves and the functionality required to coordinate over-current devices

Key Features:

• Line Drop Compensation calculation
• Transformer Load Management
• Load Allocation
• Load Flow (Voltage Drop)
• Feeder Optimization
• Fault Current
• Fault Flow
• Fault Locator
• Coordination
• Capacitor Placement
• Motor Analysis
• Load Balance
• Reliability Analysis
• Contingency Study

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Milsoft Geographic Information System (GIS)

Get the most out of your Geographic Information System (GIS) investment by fully integrating the best electrical grid analysis software in the industry into your ESRI® GIS environment. The Milsoft GIS is fully integrated with the detailed circuit model so that Milsoft customers can have a single, integrated system for all their E&O (engineering and operations) applications. Powerful and convenient project management capability allows utilities to create and maintain the necessary data for all their electric grid E&O needs in a single, integrated suite of products.

Decisions requiring information that used to take hours to collect and organize are made in a fraction of the time. With Milsoft GIS, assuring that the circuit model integrity is accurate in both the GIS and engineering circuit model is a significant advantage.

Unlike stand-alone GIS platforms, only changes approved by the engineering analysis software are permitted to update the GIS. Only Milsoft's propriety GIS software keeps the GIS from accepting changes that could otherwise lead to costly errors or worse.
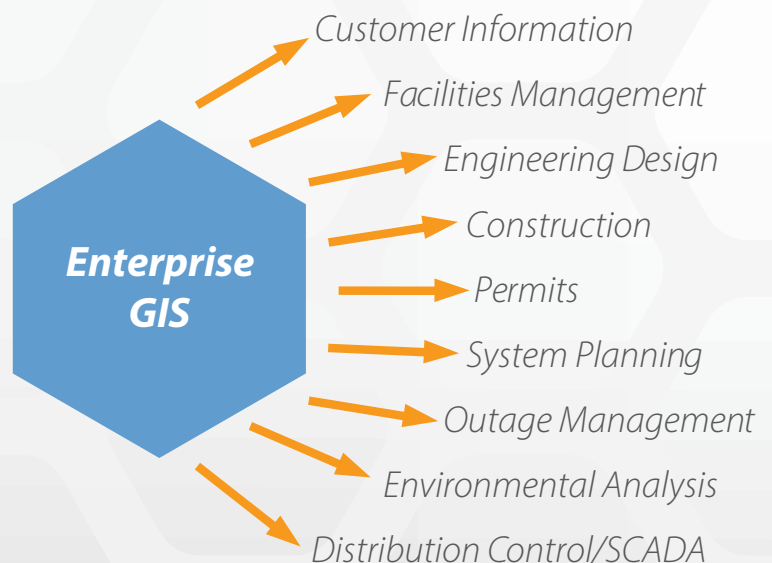
Enjoy the best of both worlds-a geospatial information system and a real engineering circuit model! Why settle for one or the other when you can have both?

- Edit circuit element properties with validation from Milsoft Engineering Analysis
- Edit equipment data
- Quickly define and switch between common electrical model symbols
- Create layers for symbolizing property analysis results

Milsoft GIS provides a single data source for the electrical connectivity model used by engineering analysis and GIS. Changes to the electrical model in Milsoft Engineering Analysis and GIS are universal and require no additional data conversion or data entry. With the release of Milsoft GIS, Milsoft and ESRI products can now be mapped to use the same database. Milsoft GIS provides ESRI users with Milsoft Engineering Analysis' advanced connectivity model, making it possible to model and run analytical studies of both radial and looped electrical systems.

The Power of Milsoft Engineering Analysis in the ESRI® Environment

The addition of Milsoft Engineering Analysis' toolset to ArcGIS® Desktop and relevant ArcGIS Engine applications simplify the editing of circuit element properties, connectivity, and associated equipment data.

Enterprise GIS

- Customer Information
- Facilities Management
- Engineering Design
- Construction
- Permits
- System Planning
- Outage Management
- Environmental Analysis
- Distribution Control/SCADA

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Milsoft Field Engineering (Staking)

Milsoft Field Engineering is a powerful tool for Field Engineers (stakers) looking for a way to make their jobs easier and more productive. Eliminate paper maps and travel with current data wherever you go. Produce estimates in the field. Print standard letters or contracts and have them signed on-site! Speed up the field design process by about 50% and do so without compromising the quality of service. Reduce errors due to illegible handwriting or lost paperwork. Designed for field or office computers, Milsoft's Field Engineering creates the construction sheets and any number of configurable reports, allowing the user to do their job and eliminating the inefficient process of ordering assemblies and drawing sketches.

- Seamless map viewing, item finding, and data viewing of the entire service area
- Availability of all map viewing features during design
- Automatic migration of jobs to the computer of the assigned field engineer when tasks are   assigned or transferred
- One-step process for assembly selection and construction sketch generation
- Customer-specified templates and associated units, increasing the speed of the design process
- Copying of locations, which makes re-conductor job design fast and easy
- Viewing multiple jobs at one time, which allows management of job phases
- Importing of GPS data
- Viewing and printing custom text reports from the field computer
- Viewing unit drawings and parts lists
- Viewing and printing cost estimates from the field computer

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Communications

Milsoft's Interactive Voice Response systems are designed to provide fast, reliable performance in a variety of utility environments. Time tested and proven effective, Milsoft's IVR systems currently help hundreds of utilities effectively manage call loads and handle time-consuming customer interaction.

Engage Your Customers

An Interactive Voice Response (IVR) System is a powerful tool used for the automated call handling of large numbers of phone calls for an extended time. The IVR System provides critical call volume assistance when you need it most; during times when customers are desperate to give or receive information regarding the status of the services you provide. Milsoft also offers Milsoft Overflow Call Handling that assures that no customer will ever get a busy signal. Customers get an immediate update on their disruption. With Milsoft IVR, you are not just limited to phones. Milsoft IVR has texting, email, social media, and online options for receiving and delivering critical information.

Milsoft IVR plus Automated Customer Services

Turn your IVR into a powerful tool for interacting with customers and providing them automated services that your customers will love. Routine tasks like scheduling, PCI compliant bill payment, surveys, and notifications are easy to set up and even more straightforward for customers to use. With automated services available 24/7, customers can do business with no constraints whenever they want to.

Key Automated Customer Services Features:

Automated features offer your customers authentic self-service features on a 24 hours a day and seven days a week schedule. Automation also provides much better utilization of your human resources at the utility. When customer service agents are not handling customers that prefer automated services, they are available to perform more challenging tasks. Automated Customer Service is a win-win situation for customers and employees. Customers get better and more continuous service, and employees get challenged with tasks that cannot be readily automated. Especially valuable during service interruptions.
The last but very critical outcome is holding the line on employee costs. A significant number of human resources would be required to manage the volumes that an automated customer service system does. A one-time investment for an IVR with Automated Customer Services provides ROI that you can bank on. Implementing an IVR with Automated Customer Services is not just good for services; it's good for business.

- Customer notification
- Delinquent account notification and collection
- Load shedding and energy-saving notification
- Planned outage notification
- Emergency notification
- Surveys
- Automated attendant
- Automated connect, reconnect, and disconnect
- Consumer information
- Payment extensions
- PCI Compliant Payment Processing
- Appointment scheduling

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Milsoft IVR plus Milsoft Outage Management System

There is no stronger combination of tools available to take on the challenges that outages represent to utilities. While Milsoft IVR is managing the chaos associated with large volumes of calls, Milsoft Outage Management System is automatically turning that call volume in visual operational information being used to restore power. Whether you and your teams are using desktop monitors, an operations control room, or personal devices, your team is receiving up to the minute locations of outages automatically via the IVR integration to *Milsoft OMS.

Milsoft IVR also provides options that allow your Utility to call out and assemble crews within minutes automatically. The logic used to gather these crews are worked out far in advance between Milsoft support and your operations managers. A dispatcher can track the progress of the calls on the CrewCommand screen, which shows the activity on the call-out phone lines and the action/result of each call to a potential crew member. CrewCommand retains all of the information it collects during a call-out, providing a record to document the calls and employee responses. A history of each employee's response to a call-out is retained and stamped with time and date information.

Think about how powerful of a feature this is. Responding to outages has never been simpler. Be prepared and be ready with Milsoft IVR and OMS!

Key Services Features when Used with Milsoft OMS:

• Assembling crews during chaotic times can also be very challenging.
• Provide customers with current outage information, including:
• Known outage areas
• Ongoing restoration efforts
• Estimated time of restoration
• Customer service solutions that provide customers with real options
• Identify callers and retrieve information
• Automatically answer all calls during   service disruptions
• Offer quality customer service with increased accessibility

*Milsoft OMS. While Milsoft guarantees flawless integration with Milsoft OMS, other OMS's can be used in conjunction with Milsoft IVR. The effectiveness of third party OMS integrations is only as good as the efforts exerted by the provider of the third-party OMS system.

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Milsoft Personnel Notification

Milsoft Personnel Notification is a configurable communications solution for contacting select employees based on a variety of trigger events or scenarios as required by you, our customer. Milsoft Personnel Notification deploys email, text, and voice calls.

Key Functions

- Multiple phone numbers and email addresses
- Automatic retries
- Call one employee at a time until your request for a call back is acknowledged.
- Monitoring and reporting tools
- Dynamic and interactive content

Personnel Notification of OMS related events

- Key Account involved in Outage
- Verified Outage (with status changes)
- Outage affecting more than 100 customers (with status changes)
- Estimated Time of Restoration has expired
- Outage lasting longer than one hour
- Outage Reported (OMS) (each consumer-level outage ticket created)
- All the above events can be made available by district

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Milsoft IVR In the Cloud; Milsoft Hosted IVR

An excellent option for many customers is to have their IVR and Automated Customer Services hosted off-site. A hosted Milsoft IVR solution has a rippling effect throughout your organization. With no hardware and software to maintain, in-house staff can be used to support customers more. Eliminate the need for front-end capital equipment expenses and altogether remove risks obsolescence and equipment depreciation. Hosted IVR positively impacts cash flow while providing all the benefits of an in-house maintained IVR system.

What is a hosted IVR exactly? Hosted IVR resides on servers located off-site. The system is "in the cloud" and functions every bit as effectively as our on-site solution. With hacking and security risks looming for everyone, Milsoft has taken extreme measures to ensure your communications system is safe. Your system will reside in the same facility that boasts some of the most secure clients in the world, including the FBI. Your system will operate within a Terremark facility. Terremark provides enterprises with the world's most sophisticated IT infrastructure and security solutions. Terremark is a leader in the field of securing enterprise-class IT on a global scale with data centers in North America and the international community. They have passed SAS-70 Type II audits.

Milsoft also assures that credit card transactions made by your customers comply with the standard named, Payment Card Industry Data Security Standard (PCI/DSS.) Why is this important? The PCI DSS compliance assures that Milsoft follows an actionable framework for secured payment processes, including prevention, detection, and appropriate reaction to security incidents.
So except not requiring hardware, software, or additional phone capacity at your utility, you get all of the features and benefits of an IVR system installed on-site. Hosted IVR is a great option for utilities wishing to gain benefits while reducing significant upfront investments.

Milsoft Communications (IVR) Systems are in over 250 utilities, with 25% of these on hosted IVR systems. In the past few years, Hosted IVR has become the preferred choice.

Key Milsoft Hosted IVR Metrics - Performance You Can Rely On

• Over 2.5 Million Outage Calls Processed
• Over 9 Million Proactive Outbound Notification Calls Made
• Nearly 2 Million Payments Made to Utilities
• Over 350 Million Dollars in Payments made to those Utilities

Return On Investment

Effective deployment of well-designed interactive voice response (IVR) systems, can significantly improve customer service to a significant degree while holding the line on costs and, in many cases, actually reducing operating expenses. Milsoft is confident that, regardless of the figures used, interactive voice response systems offer a cost-effective, cost-saving alternative for improving customer service while effectively managing utility overhead. Below are expected results from proper deployment of Milsoft IVR.

• Cost per call falls 66% when compared to cost of customer service representative CSR)
• Calls that can be taken increase by nearly 340%
• Long term use of IVR system will save over 40% versus CSR
• Long term use of IVR system will reduce cost per calls by 90%

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With You Every Step of the Way

Milsoft has provided interactive voice response systems to the electric utility industry for over 30 years. Milsoft's experienced IVR employees also serve as consultants in system design and configuration. Direct input from Milsoft's design staff helps utility clients avoid the problems and pitfalls that are often associated with the implementation of an automated voice response system.

Following an IVR installation, the ongoing Milsoft maintenance program allows for current modifications to the system. This system customization ensures that both the utility and its customers are completely satisfied with their Milsoft experience.

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Personnel Notification

Milsoft Personnel Notification is a configurable communications solution for contacting select employees based on variety of trigger events or scenarios as required by you, our customer. Milsoft Personnel Notification deploys email, and/or text[1], and/or voice calls[2] to complete the Notification process.

Key Functions
• Multiple phone numbers and email addresses
• Automatic retries
• Call[2] one employee at a time until someone "acknowledges"
   – If no one "acknowledges" (by pressing 1), the list can be reactivated or activate another group
• Monitoring and reporting tools
• Dynamic and interactive content

Personnel Notification of OMS related events
• Key Account involved in Outage
• Verified Outage (with status changes)
• Outage affecting more than 100 customers (with status changes)
• Estimated Time of Restoration has expired
• Outage lasting longer than one hour
• Outage Reported (OMS) (each consumer level outage ticket created)
• All above events can be made available by district

Requirements
Milsoft DisSPatch OMS 8.6.4 or higher
1Text Power
2Milsoft IVR 7.39 or higher with Customer Notification

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Enterprise Accounting & Utility Billing

Daffron, a subsidiary of Milsoft Utility Solutions, has provided enterprise-wide software solutions and services for cooperatives, utilities, and municipalities for over 40 years. Our applications and services span single and multi-service electric, water, and gas utilities in the United States, and internationally.

As a Daffron customer, you have access to our cloud-based solutions that reduce paper and eliminate manual processes, while also being tightly integrated, highly functional, and easy to use. Daffron Enterprise Accounting and Utility Billing suite, combined with Milsoft Engineering and Operations software, provide your utility with nothing less than a complete enterprise solution. Together, Milsoft and Daffron will help you plan, analyze, operate, and manage your utility like never before.

Customer Information System

Customer Information System (CIS)

Our Utility Customer Information System saves time and improves utility workflow for customer reps, billing, and cashier personnel. We employ task-oriented design to provide a simple, single point of access in the fewest clicks possible.

Payment and Cashiering

Cash receipts and proper handling of payments are a priority. Updating accounts immediately upon posting of payments and checks and balances are in place to maintain a constant work through each cash drawer. Audits and audit logs are kept in place to secure the handling of transactions. With a single transaction, our system can process various methods of payments. Change amounts automatically calculated as well as a "redo" button is available for incorrect posting of payments either by account or by amounts. Quickly and easily correct account to account transaction errors as well.

Real-time processing and automatic updates between systems will let you work smarter, not harder, using the Payments and Cashiering functions of our CIS.

Utility Billing

Our Utility Customer Information System saves time and improves utility workflow for customer reps, billing, and cashier personnel. Wow consumer by providing a consistent customer experience. We do this by ensuring that your entire workforce can quickly access complete engagement activity for every customer served. Our CIS serves as the billing hub that gathers all relevant consumer data across your organization into one location, in real-time, connecting all of your departments.

Our Utility Billing software makes it easy to accept payments. Prepaid Billing, Net Metering, and other vital functions are standard with no need to buy additional software.

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Meter Data Management System (MDMS)

Unlock the full potential of your advanced metering infrastructure and obtain internal operational and external customer benefits. Daffron MDM can expertly process your meter integration and complex billing scenarios. Register reads, intervals (multiple channels), and much more. We create one master set of reading data in a single repository, which generates standard output.

Verify readings for multiple sources utilizing our unique and various validity checks and estimation routines that have proven to work with both large and small customers. Utilizing external weather resources, we can further enhance the analysis and prediction capabilities of the system.

Smart Payments

Exceed your consumers' needs by allowing payments made via the web, mobile device, in-person, at a kiosk, or even at your local participating retailers.

Customer Self-Service

Give your customers the freedom to access their usage data 24/7. Provide customers with the ability to pay bills, request service, and obtain usage history complete with graphs. Customers can even set low-balance and payment notifications for their Prepaid Billing arrangements.

Prepaid Metering

Our Prepaid Metering utilizes a single customer database throughout our CIS. As a result, prepaid services pair well with our consumer communication tools. Customers can manage their accounts via their mobile devices or the web. They can also receive updates and affect connects and disconnects directly from their account portal!

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Financial Management System

Financial Management System (FMS)

Whether you are reconciling accounts, preparing for audits, performing accounts payable, or paying your employees, Daffron FMS puts an integrated solution into your hands that works excellently for utility companies and municipalities.

Accounts Payable

Our solution makes it much easier for you to automate the tedious and high-risk parts of paying invoices. Our advanced reporting capabilities and the ability to update your entire enterprise accounts in real-time gives your team insight and control over the AP process.

Check Run Process

Our check run process gives you full transparency and control over which checks to generate and which ones to delay. All of our processes follow an intuitive left-to-right workflow that guides you through the review, reporting, and approval process of completing a check run. Additionally, you can decide whether to update your General Ledger at month close or upon completion of the check run. Syncing this data allows your cash flow reports to be more accurate than ever before.

System-Wide Integration

Create reliable and highly valued data across your entire organization with our invoice entry and check run processes. Invoices connected to a purchase or work order from a capital project can be updated directly from our AP module.

Invoice Entry

Whether your business is processing a new vendor or repeat vendor invoices, our solution helps you manage both efficiently. The invoice entry is intuitive and lets you enter new vendors without leaving the invoice screen. Existing vendors' information can automatically populate fields to speed up the entry process and reduce errors while increasing efficiency.

Vendor Management

Our solution equips you to quickly find, maintain, and report on all of your vendors. Utilizing the broad and dynamic fields built into our software, you can confidently input vendor data. After the initial input, you can watch the system automatically share and populate vendor information.

Payroll & Human Resources

Your employees work hard. Making sure your employees get paid on time and accurately time after time says a lot about an organization. Automating repetitive manual processes and empowering employees to handle their time entry, while still providing supervisor review, are just some of the many benefits of our Payroll. We also help you file ACA forms electronically or via paper forms.

Fixed Assets

Calculate depreciation, track comments, and report on the information you need for your fixed assets.

Work Management System

Work Management System (WMS)

Manage inventory, transportation, and work orders with seamless integration to CIS, Staking, and Outage, ensuring automation from the front office to the field and back. Control flows, increase quality and reduce liability with well-designed work management flows.

Inventory

You have hard cash tied up in inventory. Understand precisely where and how your stock is consumed. Usage trends and costs play an instrumental role in smart buying and storing decisions. Our Work Management System manages your inventory, tracks, reviews usage, and automatically produces information for financial reporting and cost analysis.

Transportation

Another way to control spending is to manage fleets effectively and professionally. Create processes that automatically ensure continuous routine maintenance. Tie all maintenance costs automatically to General Ledger and Work Order. Understanding and responding to changing conditions of the fleet will keep you one step ahead of potentially high repair costs.

Staking

Our Staking software allows you to stake directly on an ESRI- based map, resulting in less paper and duplication of effort and more productivity gains for your operations team.

TIGHTLY
INTEGRATED
HIGHLY
FUNCTIONAL
EASY
TO USE

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Work Orders

Our work order tracking and service orders are seamlessly integrated to provide you with robust and time tested operational workflow tools. Keep everyone informed and up to date with automatic email notifications, extensive reporting options, and the scheduling of materials are just some of the areas you can shine in with our WMS!

Payroll & Human Resources

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