

# BOSS811<sup>®</sup>

## One Call Ticket Management

Streamline your utility locate requests, increase productivity, reduce risks and prevent damages

Here's what our customers say...

### ○ ABOUT OUR SUPPORT

"We had a business need to replace a legacy ticket management program with an extremely aggressive schedule. The Boss team worked with our line of business tirelessly to implement and customize the BOSS811 application. We are a high ticket volume customer with relatively complex business rules, and the BOSS team has been excellent to work with."

~Jeff D., Sr. Distribution Supervisor

### ○ ABOUT THE FUNCTIONALITY

"I oversee the data, 811 centers and related aspects of our damage prevention and public awareness efforts. The BOSS811 system makes my job easier, allows me to stay organized and in compliance. We had function requests such as tickets near me feature and enhancing the manifest - the team was able to create that quickly and it performs very well."

~Tracey B., GIS Manager

### ○ ABOUT THE INVESTMENT

"The cost savings and visibility that this brought into our organization that displays real time locate activity has been amazing."

~Matt H., Manager of Damage Prevention

\*Source of testimonials is Captterra.



### OVERVIEW

BOSS811<sup>®</sup> is a cloud-based One Call Ticket Management solution designed for municipalities, utilities, communications providers, and locate contractors to efficiently manage excavation requests.

With its user-friendly interface, scalability, and robust security, BOSS811 empowers organizations to streamline operations, enhance efficiency, and minimize risks.

Backed by industry expertise, our innovative platform helps prevent damages, reduce liability, and ensure compliance with State and Local regulations, avoiding costly penalties.

### WHY CHOOSE US

- Streamlined Ticket Management
- Real-Time Communication
- Customizable Workflows
- Advanced Reporting & Analytics
- Mobile-Friendly Accessibility



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📞 678.503.5465

# BOSS

# BOSS811 FEATURES

## Unmatched Support

BOSS811 provides unmatched support with a dedicated team of experts available to ensure seamless onboarding, rapid issue resolution, and ongoing assistance tailored to your needs.

## Constant Innovation

BOSS811 is constantly innovating by integrating advanced technology and user-driven enhancements to stay ahead of industry needs and deliver cutting-edge solutions for damage prevention.

## Streamlined Ticket Management

BOSS811 simplifies the handling of one-call tickets with an intuitive platform that centralizes ticket tracking, prioritization, and resolution, saving time and reducing manual errors.

## Real-Time Communication

Enables seamless collaboration between excavators, utilities, and locators with real-time notifications and updates, ensuring faster responses and reduced delays.

## Customizable Workflows

Tailor workflows to your organization's specific needs, improving efficiency and ensuring compliance with local regulations and industry standards.

## Advanced Reporting & Analytics

Gain actionable insights with robust reporting tools that help identify trends, track performance metrics, and optimize damage prevention strategies.

## Mobile-Friendly Accessibility

Access BOSS811 anytime, anywhere with its iOS and Android-compatible mobile platform, allowing teams to stay connected and responsive in the field.

## Dashboards

Comprehensive performance indicators that are customizable to track demand and turnaround time.

## Auto Close Tickets

Pre-process tickets as they are received in order to speed up their handling and review.

“We were researching a new ticket delivery platform due to our old delivery platform not being able to ‘Keep up with advancements’. From the first call, BOSS811 never treated us as a number, they treated us like an old friend. Everyone I’ve worked with is very knowledgeable, helpful & personable. Never pushy because their software works well enough to sell itself. The price was surprisingly comparable to our previous software yet gave us much more flexibility, many more options & gives us real time administrative control instead of waiting weeks for minor changes.”

~Will E., Lead Drafter



“My favorite part of BOSS811 is the Map view. It allows users the ability to see plotted tickets on a map colored by due date if that is your preference. This has been visually intuitive for all new users and supervisors.”

~Felix V., Process Analyst- Gas Regulatory

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