

BOSS811™

One Call Ticket Management

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

Here's what our customers say...

■ ABOUT THE FUNCTIONALITY

"The feature we have found to be most useful is the BOSS811 integration with our Esri ArcGIS Geographic Information System (GIS). The process is seamless. The real-time tracking and integration with map services (layers) in the map window was a game changer for us."

~Tim H., GIS Manager

■ 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 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 is a cloud-based One Call ticket management solution for municipalities, utilities, communications, and locate contractors that manage excavation requests. BOSS811 is easy to use, scalable, and highly secure. Our industry experience and innovative solution enables organizations to increase efficiency, reduce risk, mitigate damages, and avoid penalties for noncompliance from enforcement authorities.

WHY CHOOSE US

- ✓ Easily integrates with third-party applications
- ✓ More functionality than other market solutions
- ✓ iOS and Android compatible
- ✓ Intuitive user interface

Get started today with our **Fast Launch** program!



BOSS

 boss811.com

 678.880.4189

TRANSFORM THE WAY YOU MANAGE ONE CALL TICKETS

Optimize and Automate Processes

- Auto-close tickets
- Return the **appropriate response code** to the One Call center without manual intervention
- Integrate seamlessly using **Google Maps and GIS integration** with other mapping software including Esri products such as ArcGIS
- Experience greater **flexibility** with our support for Keyhole Markup Languages (KML/KMZ)

Stay Compliant, Avoid Penalties and Improve Accountability

- Stay compliant with your **Positive Responses** to the call center
- Visualize your data using our **state-of-the-art customizable dashboard**
- Stay on top of your metrics with a **variety of analytical reports**

Enable On-The-Go Workflow

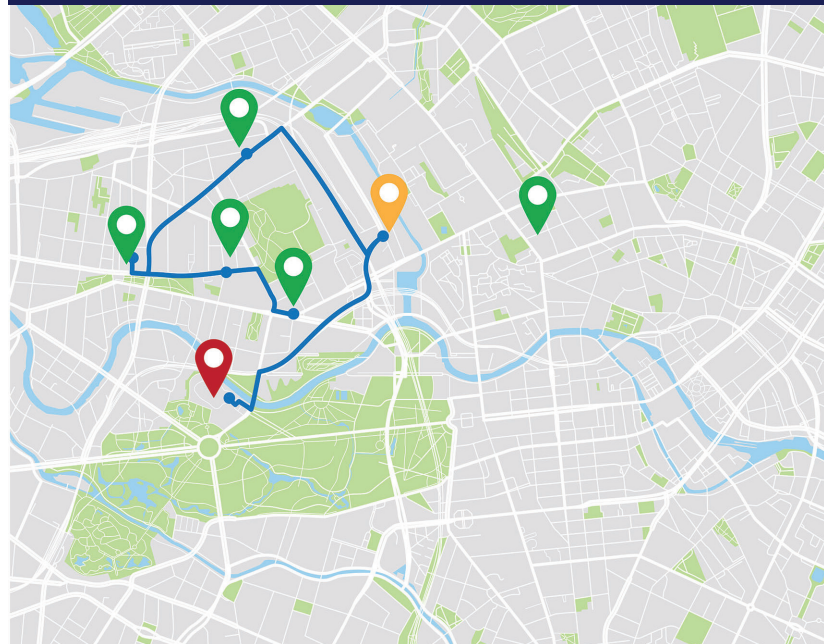
- Provide your locators with the tools to effectively respond to excavator requests with **BOSS811 mobile apps for iOS and Android**
- Upload **dig site files, videos, and pictures** as attachments to the tickets
- Insert **annotations with uploaded attachments** with sketching tools and a text editor
- Generate and **send a manifest** with a sketch of the onsite markings to the excavator

Streamline Ticket Management

- Operate efficiently using **map-based workflows**
- Enhance ticket locating with **integrated maps**
- Generate **driving directions**
- Use **advanced screening** to pre-process tickets as they are received
- Locate tickets on-the-go with mobile apps
- Access via **Single Sign On (SSO)**
- Set up **user roles** and permissions

“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. Switching to BOSS811 ... one of the best decisions our company has ever made in my opinion!”

~Will E., Lead Drafter



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