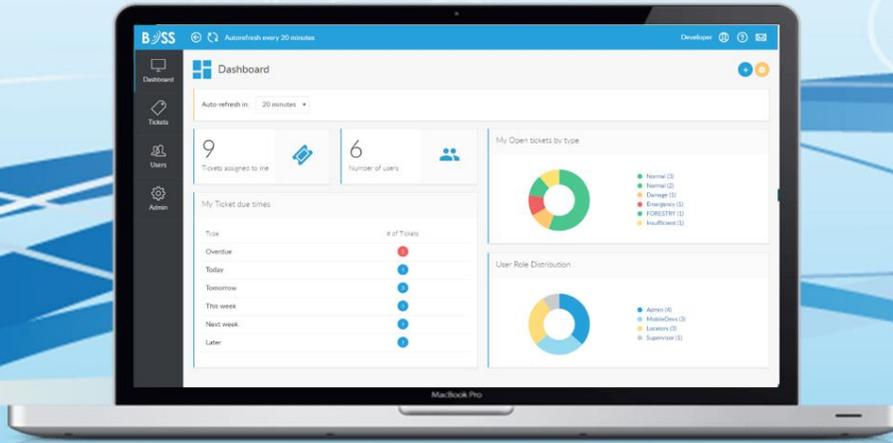


# BOSS811

## One Call Ticket Management Solution



**Know what's below.  
Call before you dig.**

## A Complete Cloud Based One Call Ticket Management Solution for the Damage Prevention Industry

### BOSS811 Benefits

#### Stop Paying per Ticket

Pricing model is not based per ticket and is very competitive with a great ROI

#### Reduce Costs

Save substantial capital costs with no in house server storage and software requirements.

#### Save time

Group locate requests for multiple utility types can be combined into a single ticket with multiple response codes.

#### Stay Secure

Data access is encrypted and is accessible securely 24 x 7 x 365. The data is kept for 7 years.

For municipalities to utility companies, BOSS811 enables improvement of operational efficiency and significantly reduces costs.

### Features

#### Ticket Management

Built in tools to streamline utility location requests and minimize the number of service and response needs

#### Powerful Routing Engine

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

#### Mobile App

Access to tickets for locators on the go. Offline capability allows tickets to be worked on in areas with no connectivity

#### Role Based Security

Configure roles and assign privileges to restrict access to users

#### Cloud Solution

Can be securely accessed through a web browser and from all types of mobile devices

#### GIS Mapping

Integrates with ESRI and other GIS mapping platforms pinpoint underground assets

#### Email Notifications

Automated email alerts on events, tickets and updates

#### Pictures with Locate Information

Upload pictures & videos with locate information right from the site





### BOSS Solutions at a Glance

#### Company:

- Over 20 years experience in service management
- Developed a range of innovative software solutions
- Products address both on premise and cloud based solutions
- Agile and adaptable to market needs
- Focused on meeting industry standards
- Large referenceable customer base
- Excellent customer support

#### Product Lines:



One Call Ticket Management Solution on the Cloud addressing the needs of the damage prevention industry



Service Management on the Cloud that addresses multiple ITIL areas creating a systematic workflow that is easy to adopt.



Service Management On-Premise Solution within Your Firewall. The most cost effective solution in the industry

### BOSS811 Features

#### Custom Fields

Capture additional information on service requests. Choose from a wide variety of field types. Data is then available for filtering and reporting.

#### Widgets

Dynamically analyze tickets and present pictorial summaries. Consolidate ticket details while highlighting any unusual circumstances that to be managed.

#### Tags

Organize and categorize tickets with labels. Assign Tags to tickets for easy searching and filtering.

#### Bulk Actions

Make changes to multiple tickets with a single click. Close multiple tickets in a single click.

#### Map Views

Map view of the dig site from the locate request for accuracy.

#### Attachments

Upload dig site files, videos and pictures as attachments to tickets.

#### 811 Audits

End of Day audit messages from State's 811 agency reconciled & reported.

#### Advanced Search

Robust capability to define, save and re-execute filtering criteria of Tickets.

#### Dashboards

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

#### Auto Close

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



### Featured Industries



Municipalities



Utilities



Locators



Pipelines

[www.boss-solutions.com](http://www.boss-solutions.com)