



FOR IMMEDIATE RELEASE

FOR ADDITIONAL INFORMATION
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City of Hamilton Utilities Chooses Milsoft Outage Management System and Interactive Voice Response

ABILENE, Texas – January 23, 2014 — *Milsoft Utility Solutions, Inc.*, The City of Hamilton, Ohio, Utilities has chosen Milsoft Outage Management System (OMS) and Milsoft Interactive Voice Response (IVR).

The Hamilton Utilities invests in the best infrastructure and technologies for system operations and customer service to ensure that it provides the most cost-effective, responsive and reliable service possible. This includes the acquisition of Milsoft Outage Management System and Milsoft Interactive Voice Response communications to enable the Department of Electric to better detect, manage and respond to service outages, whether for a single customer or for system wide disturbances.

Milsoft OMS enables electric utilities to detect, evaluate and respond to customer service outages through automated collection, organization, analysis and display of relevant system and customer information. Integration of the detailed electric network connectivity model and logical location prediction enables speedy, accurate response and restoration and ensures timely and accurate communications with employees, customers and other stakeholders.

Milsoft IVR enables utilities to communicate with their customers and employees, rain or shine, 24/7/365 while insuring consistent, accurate and clear information in every call. While being especially valuable during outage and emergency conditions when call volumes are high, it also allows customers to take care of a variety of needs from reporting service problems to paying their bills while ensuring that no customer is turned away by a busy signal.

About Hamilton Utilities

The City of Hamilton Utilities, Department of Electric, is responsible for the generation, transmission and distribution of electric power for customers in and around the city. The city has owned and operated its own electric utility system since 1893 and now serves some 30,000 metered customer accounts. To learn more visit [Hamilton Utilities](#).

Milsoft Utility Solutions, Inc.

The Milsoft team has provided industry leading engineering and operations software and unmatched service and support to electric utilities in the US and abroad for more than 25 years. More than 1,000 utilities, consultants, universities and others use Milsoft solutions for planning, analysis and operations. Milsoft's E&O System seamlessly integrates Milsoft's Engineering Analysis, Outage Management, Geographic Information, Field Engineering and IVR Communications with each other and with a utility's other applications and data to enable the most efficient and effective planning, operation and management of an intelligent grid. Milsoft's customers say that the company's excellence in technical support and customer service is unmatched by any of the other vendors that they deal with. Learn more at [Milsoft Utility Solutions](#).

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