



FOR IMMEDIATE RELEASE

FOR ADDITIONAL INFORMATION
Brian Carr: VP of Sales & Marketing
Milsoft Utility Solutions
800.344.5647
info@milsoft.com
www.milsoft.com

Independence Power & Light Chooses Milsoft Call Center

ABILENE, Texas – September 24 , 2013 — Milsoft Utility Solutions, Inc., The City of Independence, Missouri, Power & Light Department (IPL) has chosen Milsoft Call Center.

For 100 years IPL's vision and mission has been to ensure that the residences and businesses in Independence have reliable access to as much electric power as they need at the lowest possible price and the highest level of customer service. The utility continues to deploy the best systems and applications that it can find to achieve this, recently including a new IVR communications solution. "We are replacing our existing IVR solution with Milsoft's hosted call center," said Leon Daggett, Power & Light Director. "The new call center provides us with greater capability and functionality and still frees us from the inconvenience and expense of maintaining in-house hardware and software while keeping this critical communications channel in service even during the worst outage events."

Milsoft Call Center, a hosted interactive voice response (IVR) Communications system, enables utilities to communicate with their customers and employees, rain or shine, 24/7/365 with consistent, accurate and clear information in every call. Customers can report outages without being turned away by a busy signal, and the call center can contact them with updates on outages or other events. The call center accomplishes this more economically, conveniently and reliably than doing so with on-site telecom facilities and additional employee shifts.

About Independence Power & Light

IPL is a municipally-owned electric utility established in 1901 to provide residents and businesses with safe, reliable and affordable electric service. The utility serves 56,000 customers within the city of Independence, Missouri, through an electric distribution system with 650 miles of power lines. At IPL customer service and reliable electric power are high priority. To learn more visit: www.indepmo.org.

About Milsoft Utility Solutions

The Milsoft team has provided industry leading engineering and operations software and support to electric utilities in the US and abroad for more than 25 years. Some 1,000 utilities, consultants, universities and others use Milsoft solutions for planning, analysis and operations. Milsoft's E&O System 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. Learn more at: www.milsoft.com.

To learn more about our products [click here](#).

###

Milsoft Utility Solutions
4400 Buffalo Gap Road
Suite #5150
Abilene, TX 79606