



**FOR IMMEDIATE RELEASE**

**FOR ADDITIONAL INFORMATION**  
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## **Kansas City Board of Public Utilities Chooses Milsoft Hosted IVR**

**ABILENE, Texas – June 23, 2014 — *Milsoft Utility Solutions, Inc.***, The Kansas City Board of Public Utilities (BPU) in Kansas City, Kansas, has chosen Milsoft Hosted Interactive Voice Response (IVR) Communications.

BPU's mission is to focus on the needs of its customers to improve the quality of life in the community while promoting safe, reliable and sustainable utilities. BPU steadily implements the latest and best possible technologies and methods to carry out its mission. The deployment of Milsoft Hosted IVR expands and improves the convenience and effectiveness of communications between the utility and its customers.

Milsoft Hosted IVR Communications enables a utility to communicate with its customers rain or shine, 24/7/365. Customers can conveniently report outages or other issues whenever and from wherever is most convenient for them without being turned away by a busy signal. The utility can make service status updates and other information readily available to customers while ensuring clear, accurate and consistent information on every call. Milsoft Hosted IVR can accomplish this more economically, conveniently, reliably and secretly than on-site telecom hardware and software.

### **About Kansas City Board of Public Utilities**

Kansas City BPU is a not-for-profit, municipally-owned public utility that has provided safe, dependable electric and water services in and around Kansas City, Kansas, for more than 100 years. Today, BPU serves some 63,000 electric customers in the city and 50,000 water customers over approximately 130 square mile area in Wyandotte, Leavenworth and Johnson Counties. BPU is recognized as one of the top public utilities in the country.

Learn more at: [Kansas City BPU](http://www.kcbpu.com).

### **Milsoft Utility Solutions, Inc.**

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. More than a thousand utilities, consultants, universities and others use Milsoft solutions. 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. Milsoft's customers say that the company's excellence in technical support and customer service is unmatched by other vendors that they deal with. Learn more at: [Milsoft Utility Solutions](http://www.milsoft.com).

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