



## *Customer Reference: Athens Utilities Board*

# AUB

*Athens Utilities Board (AUB), originally deployed mPower Integrator and OMS to replace a problematic Trimble OMS system and to integrate with Milsoft's Porsche Interactive Voice Response System and Trimble's utility mapping platform. Since then, mPower has become the primary map viewing and data portal for Electric, Gas and Water; the deployment is expanding in reach to include many maintenance and inspection functions, including vegetation management and streetlights.*

*In 2020, AUB codeveloped mPower's multichannel IVR solution to replace their Milsoft IVR system. In addition to phone-based IVR functionality, the new system handles internal and external customer notifications via text messaging and email. They are in the process of eliminating 12 hard incoming phone lines and simultaneously increasing incoming call capacity. [Contact us](#) today to learn more about Athens Utilities Board and our other regional customers in Tennessee including Loudon Utilities Board and Bolivar Energy Authority.*

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