



KorTerra

The Most Trusted Software in the Damage Prevention Industry

Presented By:

John Christiansen, Independent Sales Representative, KorTerra, Inc.

About KorTerra

- In 1990, KorTerra began as a project for Minnegasco, which is now CenterPoint Energy
- KorTerra was brought to the Open Market in 1999
- KorTerra became a stand alone company in 2003
- KorTerra has grown into a software development and One Call Center operations organization, providing:
 - One Call Ticket Management Applications
 - Mobile Applications and Mobile Websites
 - One Call Center Applications
 - One Call Center Operations and Management
 - Process Consulting and Business Intelligence for Damage Prevention Organizations

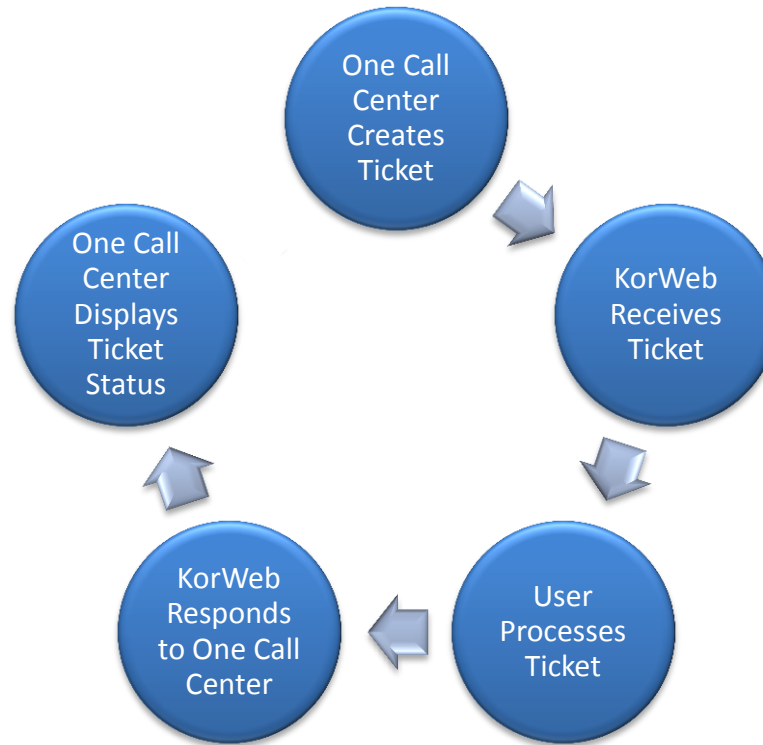
KorTerra Industry Involvement

- KorTerra has proven to be a strong leader in the One Call industry through our history of actively participating in the damage prevention community.
- A few of the industry activities KorTerra currently participates in include:
 - Bronze CGA (Common Ground Alliance) Sponsor
 - Speaker at national events, such as the CGA Conference
 - Participant and support of regional CGA Conferences
 - CGA Technology Committee Member
 - Member of OCSI (One Call Systems International) Committee
 - Member of PUCC (Prairieland Utility Coordinating Committee)
 - Member of MUCC (Metropolitan Utility Coordinating Committee)
 - 811 event and promotion participant

KorTerra One Call Partners

- KorTerra maintains direct relationships with multiple One Call Centers across the U.S. who use software applications created by KorTerra.
- KorTerra Partners Include:
 - Alabama 811
 - Arkansas One Call
 - Mississippi 811
 - New Mexico 811
 - Ohio Utilities Protection Service
 - Oklahoma One-Call System (OKIE811)
 - South Carolina 811
 - South Dakota One Call
 - Tennessee 811
 - Texas811
 - West Virginia 811

Simplify your ticket management process with KorWeb Ticket Management

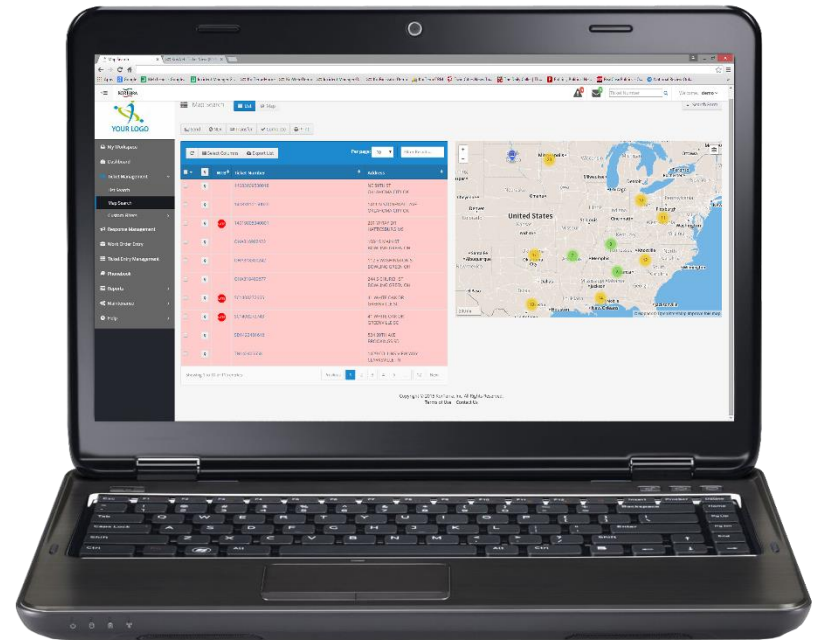


KorWeb Ticket Management



What is KorWeb?

- Web-based One Call ticket management system
- Allows for the receipt, dispatch and processing of One Call tickets
- Increases efficiency in locating and ticket processing
- Cuts costs by eliminating manual processes



New Mexico 811 members receive KorWeb at *no cost*.

KorWeb Ticket Management includes:

- Automated Ticket Dispatching & Routing
- Automated Ticket Screening
- Email Tickets to Users
- XML FTP & Email Ticket Reception
- Automated Emergency Notification
- Nightly Ticket Reception Auditing
- Ticket Search
- Ticket Audit Trail
- My Dashboard
- Ticket Completion Remarks
- Partial Ticket Completion (Projects)
- Configurable Locate Action Codes
- Ticket Type Differentiation (Emergency, Meet, Routine)
- Project Ticket Tracking
- Work to Begin Indicators
- Response Management
- Automated Positive Response to One Call Center
- Standard One Call Ticket Display Format
- Mapped Dig Box
- Standard Search
- Export Reports to Multiple Formats (Excel, CSV, & PDF)
- Minimum 6 Year's Worth of Online Data Storage
- Quality Assurance Auditing
- Support for Unlimited Numbers of Users
- Upgrades & Maintenance
- Exclusive Access to KorTerra Member Area
- Online Training Videos
- Data Integrity
- Data Center Redundancy
- Network Redundancy
- Data Redundancy
- Server Redundancy

Advanced and optional features are available for an additional cost.

KorWeb Benefits

- Efficiently receive, process and complete tickets online
- View tickets in online map, plan best route between locates
- Receive immediate notification of emergency tickets
- Easily identify when tickets are coming due or past due
- Ability to screen tickets based on multiple criteria
- Automatic ticket dispatch to both internal and contract locators
- Eliminate calls for ticket information to One Call Centers
- Automatically screen self-generated tickets
- Robust Reporting
 - Track and pinpoint the source of facility damages
 - Analyze dispatch and locate processes
 - Budget your locating expenses
 - Recall and review all ticket information

KorWeb Demonstration

What is KorExcavator?

KorExcavator is a workforce management system for excavators which streamlines the submission of locate tickets to a One Call Center in conjunction with assigning work to excavation crews. This web-based tool documents all ticket and excavation information in a single online database, allowing for reporting, analysis and business intelligence.

- Submit, update and schedule tickets
- View tickets on a map
- Attach photos and other documentation to tickets
- Report on excavation activities
- Store all data in one centralized location



KorExcavator Benefits:

- Improve pre-planning, excavation and post-work activities
- Maintain constant visibility of operations
- Easily identify when tickets are coming due or past due
- Increase One Call ticket process efficiency
- Save time and money by submitting only the tickets which are ready to be worked
- Enhance operational efficiency and empower informed decision making by providing the data and search tools to engage in business intelligence

KorExcavator Demonstration