Solution Sheet
Connected Contractor

Manage your outsourced work and capture essential data in real-time.

Connected Contractor helps organizations manage and collaborate with contractors seamlessly on the go and enhances field service operations. The solution encompasses:

The Vendor Portal

A self-service tool for field service management (FSM) contractors to accept work orders and service requests, and assign jobs to their crews. It also lets them track compliance, manage profiles, and access necessary information anywhere.

The Connected Contractor App

A mobile app that enables contractors to share assignments with crew members, and track, update, and complete dispatched work orders. The app also facilitates time and inventory management.

Together, the Vendor Portal and Connected Contractor provide an end-to-end solution that streamlines and simplifies field operations for utility organizations using external contractors to perform work.

Key Benefits

Save Costs

Generate accurate accounts of billable hours and materials invoices. Benefit rom lower total cost of ownership as a SaaS application.

Empower Contractors

Enable contractors to make better decisions in the field by helping them access critical information on mobile devices anytime, anywhere. Allow contractors to communicate with your team and get real-time visibility into work performance for accountability.

Ensure Customer Satisfaction

Deliver 100% customer satisfaction by enabling workers to proactively identify and resolve customer challenges on the ground.

Enforce Compliance

Enable contractors to upload critical documents, manage equipment licenses, and track compliance information regularly.

Key Values & Features

Regulatory Compliance

Enhance compliance. Connected Contractor combines contractual information with compliance documentation, including Certificates of Insurance and company criteria. Track compliance status, configure automatic alerts, and approve documents effortlessly.

Automated Work Orders

Dispatch work orders automatically upon customer contract approval and view dispatch centers, geofence sites, and geotag pictures on GIS maps..

Autoselect Subcontractors

Help contractors autoselect subcontractors based on criteria such as required services, equipment, location, costs, and customer satisfaction.

Geofencing

Record geographic locations and use them as triggers for field service processes and compliance.

Key Benefits

Enforce Compliance

Enable contractors to upload critical documents, manage equipment licenses, and track compliance information regularly.

Collaborate Seamlessly

Empower contractors to automate time clocking, coordinate with dispatch and command centers, track inventory, and utilize electronic signatures and DocuSign.

Improve Visibility & Control

Achieve a greater degree of project visibility and control with the help of a single, unified platform. Gain a bird's eye view of the relationships between customers, contracts, work orders, services, sites, and activities.

Key Values & Features

Service & Pricing Configurability

Configure services to suit site differences, provide add-on services, and work around complex pricing models for services easily.
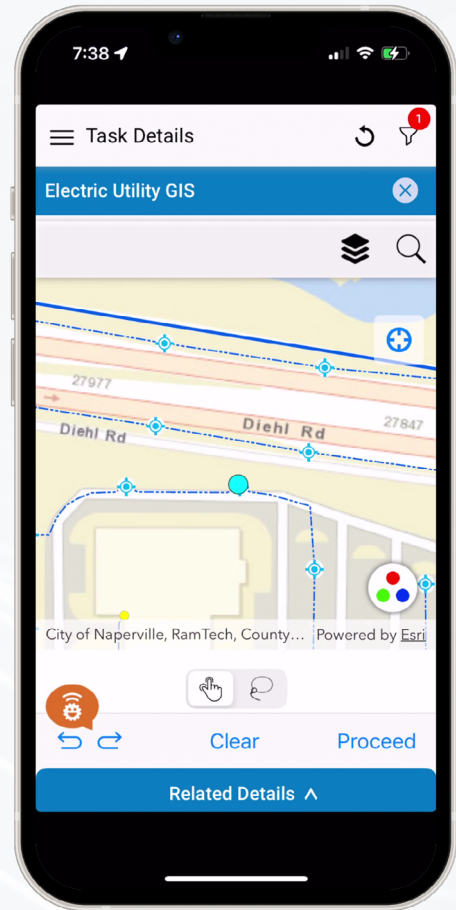
System Integrations

Leverage various system integrations such as AccuWeather, WeatherWorks, Corrigo, ServiceChannel, Financial Accounting, Payroll, PTC ThingWorx, and IoT sensors.

Reporting & Analytics

Leverage self-service analytics for tracking, measuring, and optimizing costs, customer satisfaction, and other important metrics.

Cloud Computing & Security

Opt for reliable, fast, and secure modern applications that run on Amazon Web Services (AWS).

Access GIS to find information and troubleshoot quickly. Note: The exposed layers are controlled through Esri and published to KloudGin.

KloudGin: Powering the World's Most Innovative Utilities

KloudGin is the only cloud provider to combine Enterprise Asset & Field Service Management and AI-powered algorithms into a single solution which connects the back office, customers, mobile employees, and assets. Built for the workers who use it most, KloudGin eliminates traditional information and process silos to enable clients to unify systems, resources, and processes in real time so they can transform the customer experience and improve worker productivity.

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