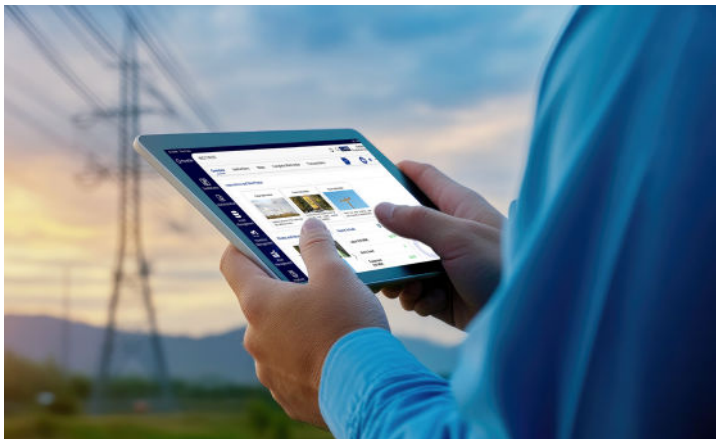
KloudGin | AIQ Atlas



Solution Sheet

AssetIQ Atlas: AI-Powered Field Agent for the Utility Workforce

Streamline processes, save time, and boost workforce productivity in the field



Today's utility field operations suffer from inefficient documentation processes that consume valuable time better spent on critical tasks. Field workers waste hours completing paperwork after the job — time that could directly contribute to more completed service orders and value-adding activities each day. This is worsened by outdated manual data entry, which requires staff to spend hours deciphering handwritten notes and correcting errors across disconnected systems.

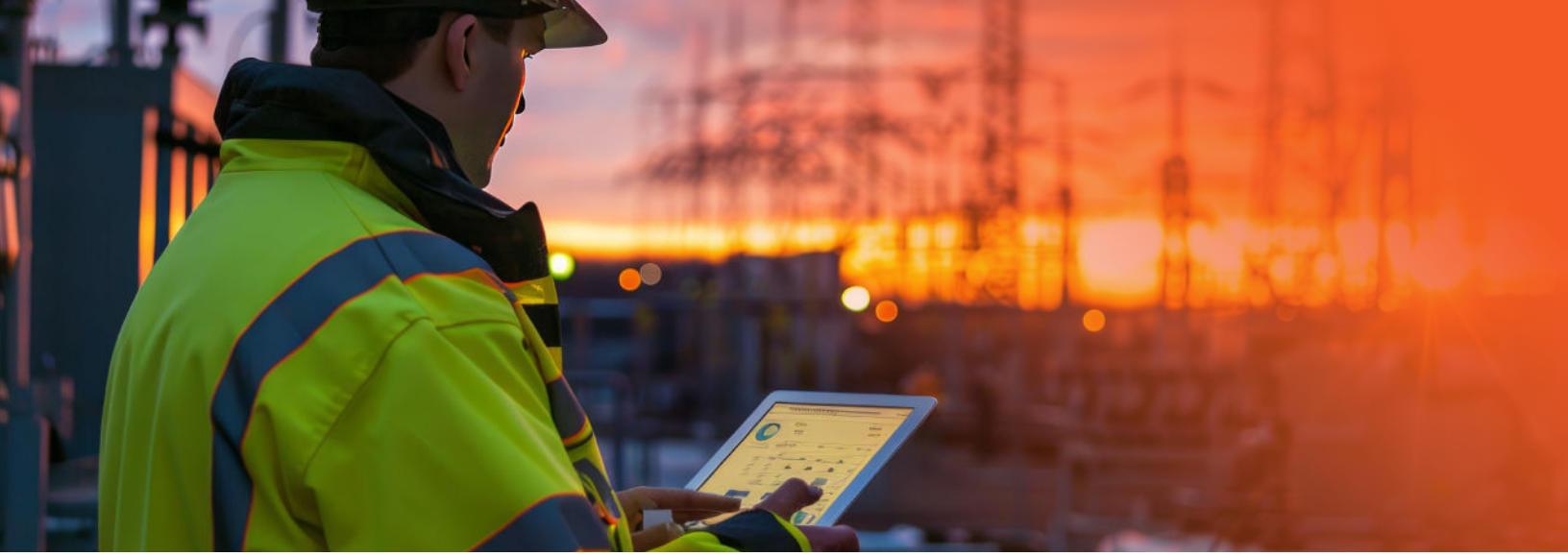
Manual documentation introduces significant risks: delayed transcription leads to compromised accuracy and incomplete records. These inefficiencies not only frustrate workers but directly impact service reliability through reduced productivity, increased administrative overhead, flawed asset management, and diminished workforce utilization.

An AI assistant designed by field workers, for field workers

AIQ Atlas is an AI-powered assistant integrated into KloudGin's cloud-native, mobile-first platform, transforming devices into a connected ecosystem of dedicated field agents that significantly improve workforce performance and boost safety at every stage of the technician workflow.

Save an average of 15-30 minutes per worker every day

With AIQ Atlas, every worker - including sub-contractors and mutual aid partners - has access to better and more comprehensive information right at their fingertips. It reduces administrative burdens, prevents information gaps, and ensures accurate compliance records, enabling technicians to complete an average of 2+ additional work orders each day. Multiplied across the scale of your workforce, AIQ Atlas helps you gain a significant operational productivity boost.



AIQ Atlas: A seamlessly connected ecosystem delivering real-time technician intelligence and support

Unified cloud-native platform

By connecting all devices - smartphones, tablets, and computers - on a single cloud platform, critical information synchronizes instantly across the entire system. This ensures technicians and back office teams work from the same up-to-date information, regardless of their device or location.

Multi-modal data entry flexibility

Field technicians can input data through their preferred method - typing on a tablet, dictating voice notes while their hands are occupied, or capturing photos of equipment conditions - which flows immediately into the central system without the need for manual transfers or duplicate entries.

Enhanced worker safety

Real-time hazard alerts, hands-free system interaction, equipment status updates, and site specific and weather warnings reach technicians instantly, helping keep workers safe in all conditions.

Improved data quality and accessibility

Structured data collection with built-in validation reduces errors while ensuring comprehensive documentation. Information collected by one field worker via Atlas becomes immediately available to all team members across the organization, eliminating knowledge silos and redundant efforts.

Streamlined, mobile-native processes

Purpose-built mobile workflows replace cumbersome, time-consuming paper processes and desktop-first applications. Technicians can complete entire service calls—from initial diagnosis to final customer sign-off - through intuitive mobile interfaces designed for field conditions.

Bidirectional information flow

Critical data flows seamlessly in both directions: field observations inform system-wide operations, while organizational knowledge reaches technicians precisely when needed. Dispatch teams can easily update priorities and assignments in real-time as conditions change.

Contextual intelligence delivery

AIQ Atlas delivers relevant information based on the technician's current task, location, and equipment context without requiring extensive searching or interrupting workflow.

Integrated analytics

Patterns identified across thousands of field operations generate valuable insights, helping organizations source and assign the right skills and equipment to where they are needed; helping prevent failures before they occur; and optimizing resource allocation across the utility's service territory.

AIQ Atlas' connected ecosystem fundamentally transforms utility field operations, resulting in faster response times, higher first-time fix rates, improved customer satisfaction, and more efficient utilization of specialized technical talent.

Delivering value for award-winning utilities across the country

At every stage, KloudGin AIQ Atlas delivers measurable value: 70% faster information discovery, 80% reduction in administrative tasks, 50% improved decision support, and a 30% boost in overall workforce productivity - all by making the field worker's job easier and better.



Faster information discovery



Boost in overall workforce productivity

Empower your workforce to do more and achieve better results - completing additional jobs each day while enhancing accuracy, performance, and safety. Consider the impact on your organization: faster response times, improved asset reliability, enhanced work quality, and greater workforce efficiency.

By equipping each field worker with AIQ Atlas, you can not only boost individual productivity but improve your entire operation's performance trajectory. Field teams accomplish more with less time and effort, driving measurable improvements across all key metrics - from completion rates to customer satisfaction scores. AIQ Atlas doesn't just streamline processes; it maximizes your effectivness in the field, enabling your organization to handle more service calls, respond faster to emergencies, and deliver exceptional customer experiences.

KloudGin: A Trusted Partner

"With KloudGin, we've streamlined our field service processes and are able to leverage real-time data and connectivity to improve workforce productivity and effectiveness. Partnering with KloudGin has also helped us implement an intuitive customer interface, providing an innovative, Amazon-like experience to our customers with real-time service visibility and status notifications."

Melissa Lawson
Director of Shared Field Services & Customer Operations, Citizens Energy Group

KloudGin

Connect with the KloudGin team to learn more.

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KloudGin AIQ Atlas: Making Field Work Easier, Faster, and Better

KloudGin's mission is to help utility companies equip their workforce with more complete information, better insights and powerful decision support when and where they need it to improve performance, efficiency, and profitability. We deeply understand the challenges facing utilities today, and AIQ is part of our best-in-class platform that hosts a suite of specialized features purpose-built for leading utilities. With KloudGin, your organization can unlock immediate value and optimize your operations through specialized workflows, enhanced data utilization, and improved decision support that help you maximize your budget and workforce - all while improving compliance and helping mitigate risk.

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