



KloudGin



A Single Face of Work[®]

A Unified Field and Asset Management Operating System

Best-in-Class Solutions for Award Winning Utilities

Many utilities struggle with outdated work and asset management technologies that have resulted in poor workforce adoption, operational silos, long implementation times, and significant costs.

In today's challenging utility landscape, success depends on maximizing workforce efficiency and asset utilization.

KloudGin streamlines your operations by connecting Work Management and Asset Management into a single, cloud-based platform.

KloudGin Field and Asset Operating System is a fully integrated solution that empowers the utility workforce with better information and decision support, when and where they need it. Teams can instantly access real-time insights, optimized scheduling, and historical data that helps improve performance, efficiency, and profitability.

KloudGin's powerful combination of advanced technology and user-centric design features a comprehensive mobile native platform built for the needs of today's workforce. Our unified scheduling engine enables seamless scheduling across all work types and groups, while our robust solution and integration libraries provide a tailor-fit solution with field-proven, best practice capabilities.

By bridging the gap between people, processes, and tools, KloudGin empowers your workforce with a complete view of your assets and workforce. AI-powered tools and enhanced collaboration reduce downtime, enhance safety, streamline compliance, and result in higher-quality work – all driven by the power of connected planning, scheduling, and a well-supported workforce.

With KloudGin, your organization can unlock the full value of work and asset management and empower your workforce to achieve operational excellence.

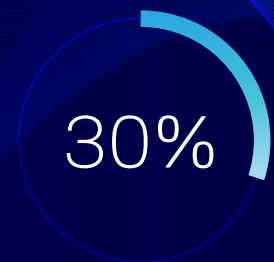
The KloudGin Difference



First time fix rate



Increase in
technician productivity



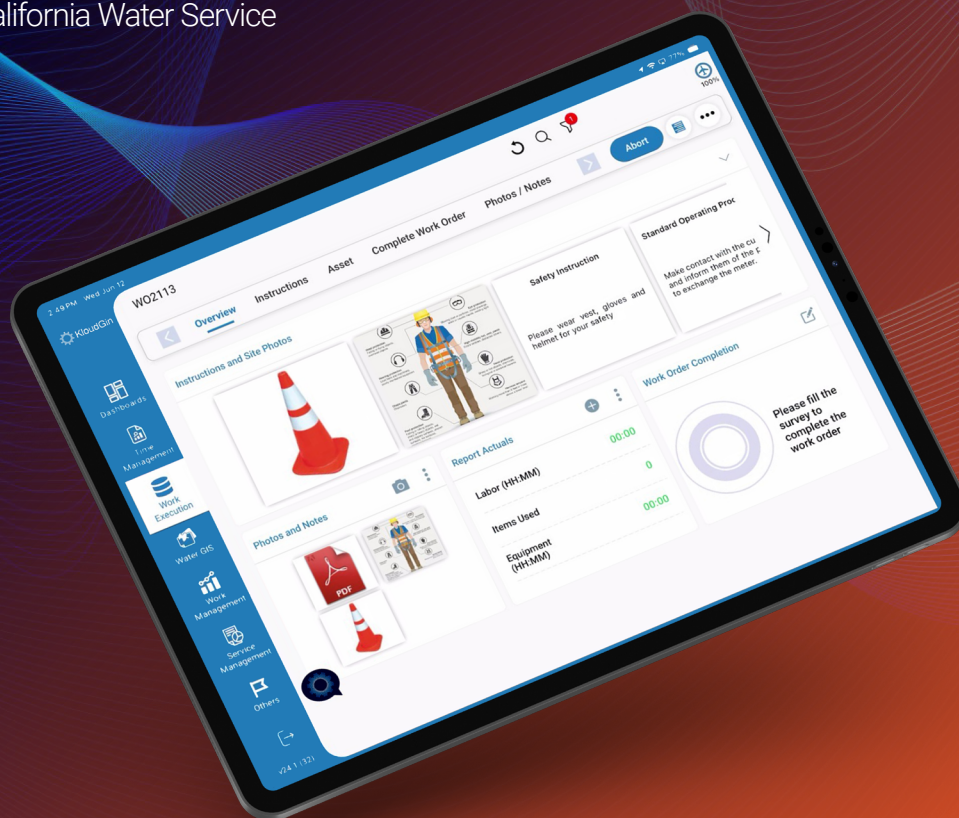
Reduction in maintenance
costs for field service operations

“With KloudGin’s asset management, work management, and Connected Customer solutions in place, Cal Water was able to rapidly transform our business by connecting customers with employees and workers with the information they need. KloudGin’s cloud-based solutions enabled speedy implementation in a matter of weeks. We are rapidly innovating and leveraging cloud and mobile technologies to connect our customers, crews, back office, partners, and equipment in real-time, from any device.”



Michael Luu

Senior VP, Corporate Services & Chief Risk Officer
California Water Service



The KloudGin Advantage

A complete and connected view of your assets and workforce is essential for effective work and asset management.

KloudGin's best-in-class solution unlocks critical asset data across your systems, teams, and operations, delivering actionable insights and enhancing collaboration.

KloudGin enables:

- » **Real-time insights into workforce and asset performance,**
increasing technician productivity by 20% and enabling a 30% lower total cost of ownership.
- » **Enhanced decision-making**
Get a complete view of your workforce and assets for better resource allocation, effective maintenance strategies, and improved performance.
- » **Increased time to value**
Ready-to-use functionalities and customization capabilities significantly reduce implementation time, leading to faster ROI and tangible results.
- » **Improved customer service**
Gain real-time insights into workforce and asset status to resolve customer issues quickly and efficiently.
- » **Reduced risk & increased compliance**
A central repository for field work and asset data allows you to track regulatory compliance and ensure proper asset operation with predictive maintenance.

Improve efficiency
& performance



+20%

Improved Technician
Utilization



+25%

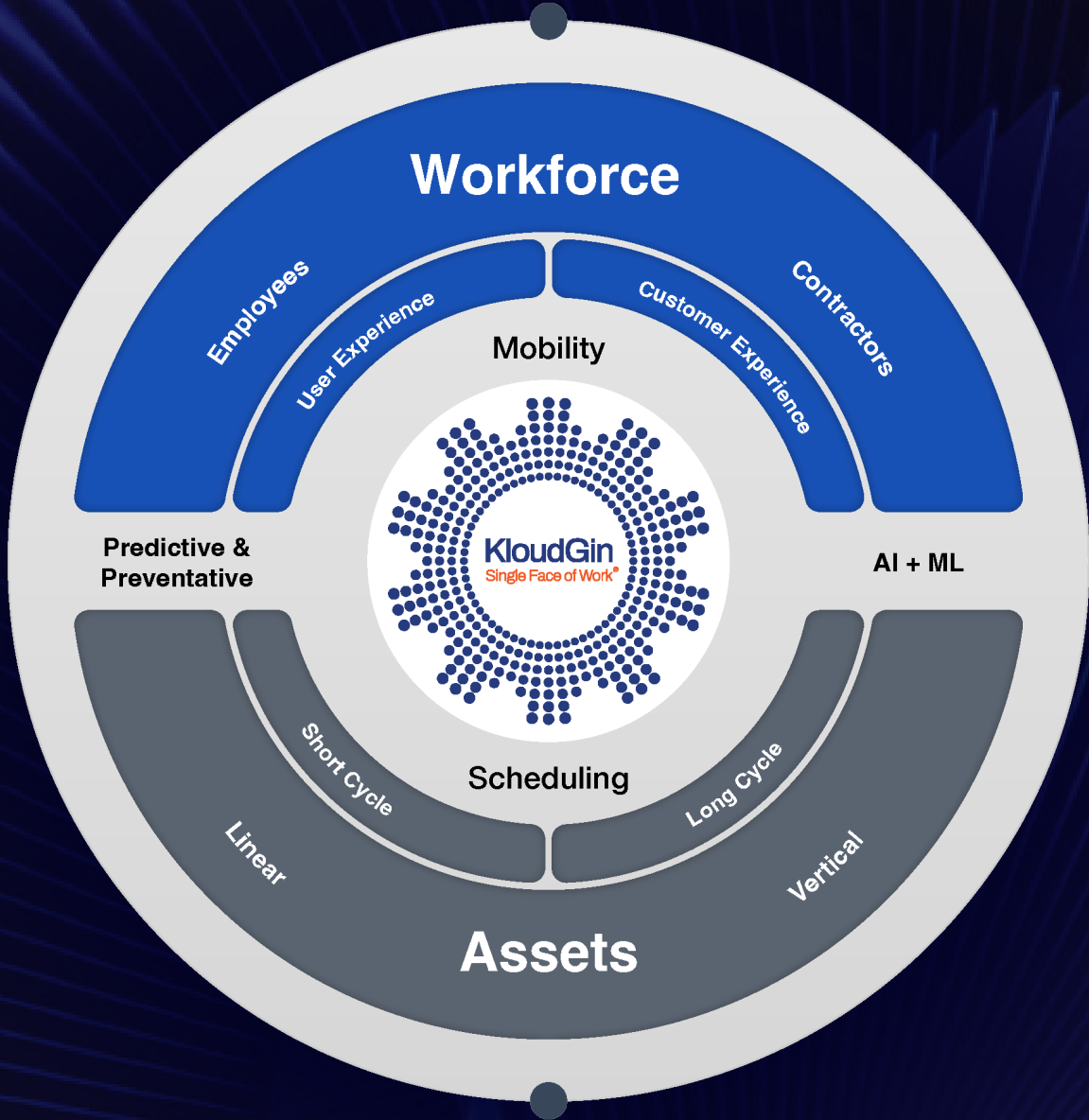
Faster Call
Resolution Times



30%

Fewer Truck
Rolls

Field Service Management



Asset, Work & Construction Management

KloudGin's fully unified Field and Asset Operating System provides a holistic view of operations across all work types, helping unlock immediate value by improving asset utilization, safety, workforce productivity, and the customer experience.

KloudGin Operating System

Unlock immediate value, mitigate risk and reduce costs while future-proofing your operations.

KloudGin's Field and Asset Operating System optimizes work and asset management with a central technology platform that combines best practice-based solutions with the ability to fully configure and extend them. KloudGin uniquely empowers organizations with the ability to tailor-fit their work and asset management solution to their specific goals, requirements, and workforce.



KloudGin Core: A flexible, extensible, and composable solutions platform



Embedded Application Library

Gain powerful built-in capabilities with KloudGin's embedded applications, which include Esri ArcGIS for real-time asset location and mapping that supports efficient planning and routing, helping optimize maintenance routes and enable faster response times and service delivery. Other third party integrations include telemetry, IoT, e-commerce, weather systems and more.



Solutions Library

A robust business process library provides a centralized set of best practice workflows that are tailored to utility-specific operations.

Leverage pre-built workflows and adapt them to unique organizational requirements - reducing implementation time, effort, and costs and accelerating deployment with established, field-tested processes.



Integration Library

Without specialized integration capabilities, utilities face costly customizations or being locked into a single vendor ecosystem.

KloudGin's innovative suite of pre-built integration adaptors help organizations avoid these challenges while gaining agility and freedom, helping simplify the integration process and save costs.

Meet your evolving business requirements quickly, efficiently, and easily with field-proven solutions and seamless integrations.

KloudGin Core connects and streamlines the entire work and asset management solution, standardizing business flows across scheduling, inventory, resource management and more - minimizing complexity and enabling seamless data exchange across KloudGin and integrated systems. Pre-built integration adaptors connect to utility systems of record and eliminate the need for complex, time-consuming, and costly implementation. If these systems are replaced in the future, the adaptors minimize disruption and integration complexities.

Built on Amazon Web Services' public cloud, KloudGin leverages AWS' security and elasticity to support thousands of users globally with an optimum user experience. Our no-code, low code configurability enables our customers and partners to configure new end-to-end business process workflows and improvements rapidly, while Core's extensibility hub allows the solution to evolve with your organization's changing needs. Advanced analytics and embedded AI capabilities provide actionable insights, support predictive maintenance, and optimize resource allocation.

Organizations gain immediate value and reduce the risk of project failure with end-to-end insights and decision support based in specialized, off-the-shelf datasets, calculations, machine learning algorithms, and BI dashboards and analytics that enable them to implement field-proven best practices without having to start from scratch. The ability to easily integrate new technologies and functionalities helps organizations stay on the forefront of innovation, supporting long-term growth and competitiveness.

Our team at KloudGin provides ongoing support with complete management of the SaaS environment; performance monitoring; management of backups, patching and system security; and quarterly product updates with continuous innovations.

KloudGin Work Management

A mobile workforce management platform that provides workers with a complete view of assets, operations, historical records, and activities.

Powered by AI, our high-capacity scheduling engine and mobile native field service solution delivers complete information and decision support across all work types and work groups.

KloudGin Work Management optimizes the prioritization, scheduling, routing, and completion of field service jobs in a single, configurable business platform. Our solution delivers information to the field team when and where they need it. Users can easily access work orders, assets, and inventory information from anywhere, at any time on a mobile native platform.

KloudGin runs faster, is more secure, and has a familiar look and feel, making it easier for field employees to adopt and use. The mobile application delivers information to field teams when and where they need it – even offline – with real-time work updates between field workers and dispatchers.

KloudGin Work Management automates scheduling, dispatch, analytics, inventory management, procurement, time management, and more. Extensible by design, KloudGin partners with industry leaders across ERP, billing, payroll, e-commerce, work management, GIS, and weather applications to provide seamless integrations. Capture field data in real-time along with geocoded pictures and notes to reduce work completion time and costs and improve customer satisfaction.

KloudGin Work Management features a complete range of customer-defined workflows that support requirements across multiple organizations and subsidiaries. Built for the workforce with fast innovation cycles and a 'worker-first' imperative, it delivers an unparalleled mobile experience for high system utilization. Our simple and intuitive UI boosts productivity and improves user experience with features such as speech recognition, image capture and comparison, and GIS interactivity.

“Digital transformation is helping us maximize our scheduling, asset reliability and uptime, reduce capital and operational expenditures, extend asset life, reduce unplanned downtime and provide superior customer service - all without increasing operational, safety or environmental risks. KloudGin has a deep understanding of how to effectively deploy mobile field asset management for seamless adoption and their team has extensive experience servicing the utility industry.”



Dave Vogel
Executive Vice President
Louisville Water

KloudGin Asset Management

Improve asset reliability, lower operating costs, and enhance operational output with a robust asset management platform that delivers critical asset information and insights to help make better short and long-term maintenance decisions, improve asset reliability, lower operating costs, and enhance operational output.

KloudGin's high-capacity scheduling engine and predictive maintenance engine ensure the right assets are addressed and prioritized for repairs. Together, they equip the crews with critical historical information to make accurate decisions quickly in the field.

The leader in the IDC MarketScape for Worldwide Field Service Management Solutions for Utilities in 2023

Asset Reliability

Our predictive maintenance engine leverages IoT sensor data and historical asset data to predict asset failures. By remotely monitoring critical equipment, organizations can foresee equipment malfunction and send a technician out in advance. Tracking asset planning data such as remaining life, net book value and predicted wear-out date also helps make better repair and replace decision.

Workforce Productivity

A powerful, user-friendly orchestration engine offers off-the-shelf and configurable workflows to improve asset and status visibility. Organizations can eliminate paperwork and improve data quality and collaboration by digitizing forms. KloudGin's AI-driven scheduling engine improves accuracy, speed and efficiency.

Supply Chain Efficiency

Streamline your inventory management by enabling planners to place orders for materials manually or automatically before scheduling and executing jobs. Procurement can be initiated through the work order material planning process, automating the generation of purchase requisitions directly from work orders. These features reduce excess inventory costs and improve work order execution.



A Fully Connected Field and Asset Operating System for Utilities and Essential Services

More than ever, optimizing your workforce and asset performance is imperative to providing safe, responsive, and cost-effective systems of energy and water delivery. KloudGin is leading the way through the digital transformation for power, oil & gas, water, wastewater and renewables operations by providing a library of modern mobility solutions that automate workforce scheduling, resource planning, asset management and compliance reporting.



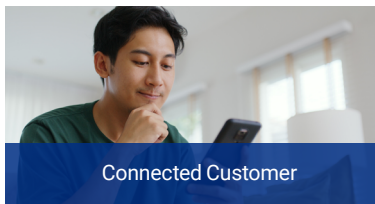
As Built



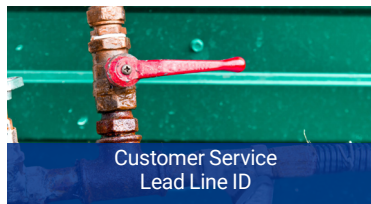
Beyond the Meter Revenue Models



Contractor & Subcontractor Management



Connected Customer



Customer Service Lead Line ID



Dig Alert



Esri ArcGIS Integration



Emergency Response



Street Light Management



Pole & Transformer Inspections



Vegetation Management



Backflow Prevention and Cross Connection Control



Leak & Discharge Monitoring



Valve Tracing



Hydrant Inspection & Flushing

The KloudGin Difference

Empowering the modern workforce with better information, insights, and decision support.

Built for Utilities, by Utilities

Born in trucks and in the field, our solutions have been developed in partnership with leading utilities to meet the real-world needs of today's mobile workforce. Our team of industry experts uniquely understands and addresses industry-specific challenges.

Intuitive, Mobile Native User Experience

User-friendly interface minimizes training time and maximizes adoption. Leverage the power of our solution to get your workforce up and running quickly.

Utility Grade Security

Embedded enterprise-grade security protocols align with industry best practices, while hardened cloud architecture safeguards sensitive customer and operational data.

Expert Support

Our dedicated team of utility asset and workforce management specialists provide white-glove service across the entire customer journey. From implementation to ongoing support and improvement, our experts ensure successful integration with existing systems, comprehensive training for your teams, and 24/7 assistance to maximize the value of your mission-critical applications.

“KloudGin’s ease of use for field crews, its integration with our Esri ArcGIS and other systems, and its modern configurable platform for diverse workflows and assets will be essential in providing mission-critical services to our customers.”



Ted Wadzinski

P.E. Assistant Vice President,
Gas Operations, Measurement
and Operations Support | MGE





Emergency Response

Hurricanes, wildfires and tornadoes are all exceptional events that require a massive amount of field workers to address multiple issues at once. With KloudGin, emergency crews gain the tools and support they need to help them quickly restore services, while staying safe in the most extreme of circumstances. Your organization can rapidly manage emergencies, augmenting emergency teams and quickly bringing contractors up to speed with the information and processes they need to tackle even the most complex of challenges.

Connected Contractor

Give your field service organization the ability to collaborate with third-party contractors. The vendor portal is a self-service tool for field service management subcontractors to accept work orders and assign them to their internal crews. Each subcontractor can track compliance and job completion status and manage their profile, including equipment, skills, crews, compliance documentation (insurance, skills certification), inventory and other crucial job-related information.

Connected Customer

Connected Customer provides a convenient and easy-to-use platform where customers can interact with your customer service teams, reducing the number of calls to your support center. Real-time customer inputs increase the accuracy of planning and scheduling, helping reduce truck rolls due to missed appointments. Customers can request service, review their service history, and get real-time updates on the technician's status, all without making a phone call.

Intelligent and Connected Scheduling and Dispatch

KloudGin empowers teams with innovative AI-based automated scheduling and optimization tools. Dispatchers have complete visibility to all routes and schedules in the KloudGin Dispatch Center, while field technicians receive automated work order assignments and appointments via the KloudGin Mobile App.

Service Contract to Bill

KloudGin digitizes the complete service contract-to-billing process for field service, work, and asset management. KloudGin integrates seamlessly with the bidirectional data flows between the accounting system's ledger, accounts payable and receivable, and other features to reduce errors. The billing integration features complete invoice generation in KloudGin with synchronized information exchange to the accounting system for faster invoice delivery and improved cash flows.

Analytics and Reporting

Quick and easy access to the correct data helps each member of your organization make informed business decisions, do their work better and faster, and meet customer demands. With easy-to-use business intelligence and data analytic capabilities, the KloudGin Platform includes pre-built analytics around work orders, crew productivity, inventory, customer service, and resource planning. KloudGin Core provides off-the-shelf reports and BI capabilities that allow users to develop reports and views based on roles.

Select Customers



Select Partners



Empowering the world's most innovative organizations

KloudGin was uniquely born in the field alongside the hard-working men and women who keep our lights on and water and gas flowing. KloudGin deeply understands the challenges faced by utility companies, and we have designed our platform for today's modern, mobile workforce. We are not just software developers; we are partners, standing alongside you on the journey towards a more efficient, resilient, and safer industry.

By unifying work management and asset management on a single platform, KloudGin unlocks significant value through end-to-end visibility and control of the work order life-cycle, ultimately driving improvements in asset performance, safety, profitability, and job satisfaction.

KloudGin equips your workforce with the right tools, data, and insights to make informed decisions, optimize operations, and deliver exceptional service safely. We believe in the power of information, connectivity, and collaboration, delivered seamlessly and securely to transform utilities from within.

Unlock value across your operations and teams with a Single Face of Work.



- Public Sector
- Energy Software Competency
- Smart City Software Competency



About KloudGin

KloudGin is the only cloud provider to combine work and asset management and AI-powered algorithms into a unified operating system 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.

Contact a KloudGin industry specialist to learn more.
1-877-256-8303 | kloudgin.com

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