KloudGin



Solution Sheet

Emergency Response

A unified operating system for effective emergency response

KloudGin is the best-in-class solution for unifying field and asset operations across all work groups, work types, and assets, enabling utilities and public sector teams to plan, coordinate, and complete emergency work more quickly, safely, and with complete operational visibility.

With KloudGin, you can:

- Deploy resources effectively and efficiently
- Coordinate all work groups and work types on a single platform
- Empower crews with the right information, tools, and support - when and where they need it
- Manage and prioritize work for faster resolution
- Respond rapidly to changing conditions
- Gain real-time visibility and situational awareness
- Enhance customer communication and collaboration with real-time updates and status notifications
- Ensure data accuracy in the asset historian



Enable faster, safer resolution and restoration

Streamlined emergency workflows reduce the time from incident to resolution. Automated dispatch, optimized task assignments, and real-time field updates enable faster restoration, improving reliability metrics and strengthening public trust. Crews are equipped with the tools and real-time information needed to complete repairs on the first visit

Rapidly onboard and scale emergency support

Quickly enhance capacity with the ability to rapidly onboard emergency responders, including mutual aid, internal aid from other departments and third-party contractors. With a streamlined, digitized onboarding process, organizations can efficiently verify worker qualifications, ensure compliance with necessary certifications, and deploy personnel to the field without delay.



Gain complete operational visibility

Visibility into team profiles, expertise details, truck inventories, job statuses, crew availability, and real-time GIS data enables planners in the command center to deploy emergency crews and mutual aid groups with the right expertise and equipment precisely where they are most needed, reducing wasted time and accelerating the restoration of services.

Equip emergency crews with real-time information

With instant access to all essential information - historical records, asset notes, warranty info, schematics, prior work history and more - utilities can quickly deploy emergency crews and enhance their overall readiness, helping improve efficiency and safety. By providing emergency workers with instant access to essential, accurate information, they gain the specialized knowledge and expertise necessary to perform tasks that may fall outside their usual responsibilities. Emergency responders stay safer with the ability to resolve issues more quickly, helping reduce their exposure to hazardous conditions.

Strengthen workforce safety

During rapidly evolving events, organizations gain a clear picture of damage, outage locations, and available resources, helping expedite damage assessement and resource allocation. On the ground, emergency crews gain real-time hazard alerts, hands-free system interaction, equipment status updates, and site specific and weather warnings, improving situational awareness to keep them safe in all conditions. With the ability to resolve issues in the field faster, emergency responders reduce their exposure to hazardous conditions and stay safer overall.

Proactively engage and update customers

By using a digital customer portal and notification system, organizations can proactively inform customers about outages, share safety updates, and provide accurate estimated times of restoration (ETRs). This approach helps reduce the uncertainty and frustration that customers often experience during outages.

Customers can also take an active role in emergency response with the ability to report their local situations and conditions, further enhancing communication. This proactive, transparent, and accurate engagement allows utilities to manage customer expectations more effectively while helping to keep communities safe.

Streamline data capture

By automating operational data capture, utilities can ensure that every action - such as which part was replaced or which tool was used - is recorded instantly. This capability is crucial in high-pressure, dynamic situations, enabling organizations to maintain accurate and up-to-date asset records, which facilitate effective maintenance planning and future emergency preparedness over time. By eliminating the need for post-event reconciliation, this capability not only saves time but also improves accuracy, optimizing asset planning and extending the lifespan of assets.

Ensure customer safety and security with rapid, effective, and agile emergency repsonse.

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Connect with the KloudGin team to learn more.

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