



# Gas Utilities

Best-in-class work and asset management solutions for gas transmission, storage, and distribution networks

# KloudGin's Single Face of Work<sup>®</sup> Solution

Utility operations require specialized solutions rather than generic approaches. KloudGin's unified platform is purpose-built for utilities and public sector organizations, offering a modular architecture that integrates seamlessly with core systems of record, including Esri GIS, CIS, and ERPs. Our Single Face of Work<sup>®</sup> maintains the distinct capabilities your teams need while enabling comprehensive integration across asset, construction, and workforce management. By breaking down traditional silos between these systems, KloudGin delivers a connected ecosystem that preserves specialized functionality while creating visibility and workflow continuity throughout your organization. By connecting these critical operational domains, organizations are positioned to take on not only today's challenges, but to capitalize on tomorrow's opportunities in an increasingly complex utility landscape.



## KloudGin Field & Asset Operating System

Construction Work  
Management

Project Management

Enterprise Asset  
Management

Vertical & Linear

Workforce  
Management

Short & Long Cycle

KloudGin Core



# Building the gas utilities of tomorrow, today

With the complexity, velocity and scale of current demands, gas utilities are facing an unprecedented level of operational challenges, including:

## Aging infrastructure

Decades-old equipment is increasingly prone to failure, requiring costly maintenance and upgrades to ensure reliable service.

## Evolving asset management

Utilities need to manage an increasingly complex set of vertical and linear assets, hybrid assets, and long and short cycle work, which require advanced systems to optimize asset performance and lifespan.

## Aging workforce

A significant portion of the utility workforce is nearing retirement, creating a skills gap that challenges knowledge transfer and workforce productivity.

## Complex and changing regulations

Utilities must navigate the intricacies of ever-evolving local, state, and federal regulations to maintain compliance and avoid reputational damage.

## Increasing customer expectations

Customers today expect more from utilities, including faster outage response, real-time updates, and personalized service, pushing utilities to improve their service delivery experience.

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## Meet the magnitude of these growing demands

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Outdated technology and delayed insights can lead to reactive operations and ineffective decision-making, while fragmented work and asset management solutions result in increased costs and customer dissatisfaction. Adopting a best-in-class solution that prioritizes efficiency, accuracy, speed and connectivity is crucial both for meeting the current challenges as well as establishing a robust foundation for future success.

## Delivering tangible results



First time  
fix rate



Customer  
satisfaction



Faster resolution



"KloudGin's integrated EAM and FSM platform demonstrates how cloud-native, multi-tenant SaaS architectures can transform utility operations by addressing the fundamental disconnect between asset management and field service operations. Building from their leadership position in IDC's MarketScape for Worldwide Field Service Management Solutions for the utilities industry, the company's ability to unify long-cycle asset maintenance with short-cycle customer service activities through mobile-first design reflects the technological evolution necessary for modern utility workforce management.

KloudGin's focus on eliminating the technology burden that forces field crews to navigate multiple disconnected systems highlights how mobile-first, cloud-native platforms enhance workforce productivity. By enabling utilities to coordinate all work types, work groups, and asset classes through unified cloud-based interfaces, the approach illustrates how modern mobile-native SaaS architectures unlock operational agility required to meet evolving customer expectations while building resilient infrastructure foundations."

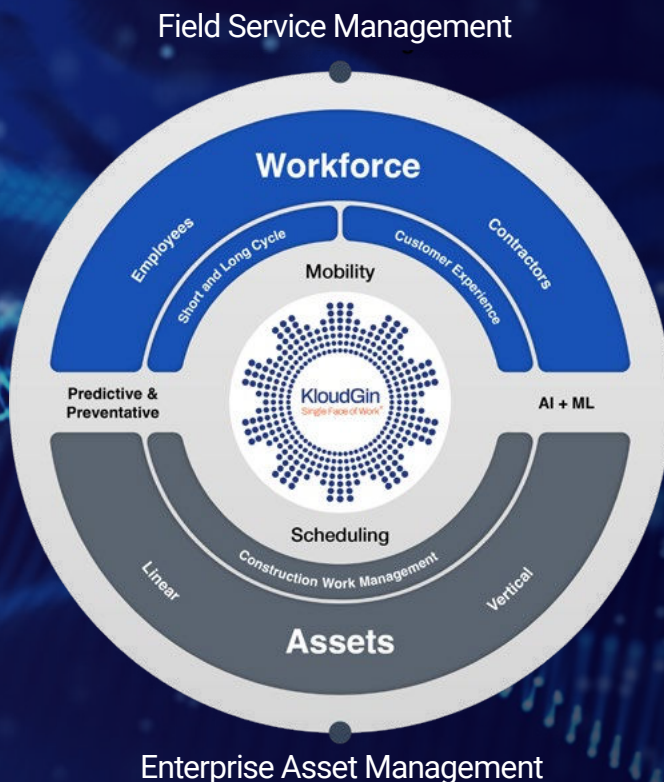


**John Villali**  
Senior Research Director  
IDC





# A unified approach to asset, construction and workforce management



## Strategic asset management

Use historical data and predictive analytics to maximize ROI by enabling informed decision-making and optimizing asset life cycles. Anticipate potential issues to reduce downtime and ensure smooth operations. Streamline work order management to enhance efficiency and keep assets performing at their peak.

## Proactive leak detection & minimization

Efficiently identify and address leaks with advanced analytics and real-time smart meter data, enabling swift repairs and minimizing excavation expenses. Mitigate gas loss and reduce downtime, ensuring efficient and sustainable operations.

## Assured regulatory compliance

Real-time monitoring, intuitive dashboards, and robust reporting capabilities enable immediate visibility of key parameters, helping ensure rapid response to deviations and compliance with regulatory standards.

## Enhanced customer engagement

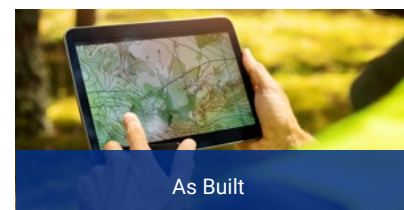
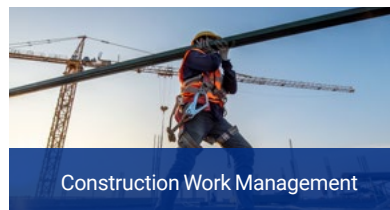
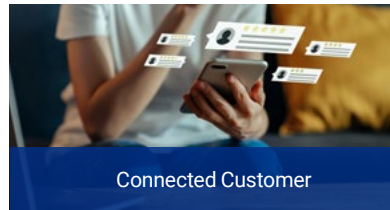
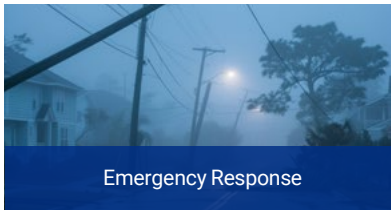
A user-friendly self-service portal provides 24/7 access to account information and enables personalized communication channels. These features, combined with efficient billing processes, elevate customer satisfaction and build trust.

## Better informed decision support

Asset IQ, KloudGin's embedded, AI-powered field assistant, provides an intuitive interface for data navigation and interaction, making it effortless for crews to obtain field updates, instantly access and input essential data, and complete forms on the go.

# Specialized solutions purpose-built for gas utilities

More than ever, optimizing your workforce and asset performance is imperative to providing safe, responsive, and cost-effective systems of gas service delivery. KloudGin is leading the way with digital transformation for gas utilities by providing a library of modern mobility solutions that automate workforce scheduling, resource planning, asset management and compliance reporting.



# Faster, safer service restoration for more resilient transmission, storage, and distribution

Hurricanes, wildfires, and natural disasters are becoming more common and more powerful, impacting the lives and safety of millions. With utilities and essential service providers standing at the front lines of disaster response and recovery, effective emergency response management is more critical than ever

## Keep customers and emergency crews safe, even in the most challenging conditions

KloudGin helps organizations equip emergency crews with the essential tools they need to swiftly respond to large scale, urgent emergencies. Quickly and efficiently scale your field operations across employees and contractors, while providing the expertise and support they need to do their work safely and effectively. The net result is faster service restoration, safer crews, and satisfied customers.

## Optimize emergency response

Effectively onboard, deploy and support specialized emergency crews to quickly and safely respond to large scale, urgent emergencies and the high volume and variety of issues they involve.

## Minimize service disruptions

Equip emergency crews with mobile tools and real-time data to strengthen situational awareness, enabling them to mobilize within minutes. With enhanced access to information, crews can assess risks accurately, make informed decisions on the ground, and work to restore service safely and swiftly.

## Enhance real-time coordination

Maximize efficiency by deploying emergency crews and mutual aid groups based on location, skillsets, and real-time availability, enabling rapid, targeted responses to critical issues, reducing wasted time and ensuring that the right expertise is at the right place, exactly when needed.

## Prioritize safety and communication

Protect both customer and field crew safety with real-time notifications, hazard mitigation, and efficient information dissemination.

“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





# The KloudGin Difference

## Fully Integrated, Mobile-Native Solution

A fully integrated, mobile-native field service and asset management solution designed for today's modern utilities with an intuitive user experience that improves adoption and increases productivity - all on a single platform.

## Scalable, Composable & Extensible

Whether you're a small municipal utility or a large regional provider, our platform is built to scale, is fully configurable to your specific needs and grows with you.

## Mobile Workforce Empowerment

Streamlines workflows, simplifies onboarding, enables real-time data capture and sharing, and delivers real-time decision support with mobile-native, generative AI-powered technology.

## Advanced Analytics and Real-Time Insights

Advanced analytics and real-time, AI-driven insights designed for utilities strengthen decision support and enable a more complete view of your assets and workforce.

## Unified Scheduling Engine

A unified scheduling engine that spans assets, work types and work groups to optimize performance and boost efficiency across crews, assets, and locations.

## Utility Grade Security

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

## Intuitive, Mobile Native User Experience

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

## 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, 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.



## Select Customers



## Select Partners



# Building the utilities of the future, together

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 connecting work management and asset management in a unified operating system, 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.

**Gartner**  
Market Guides



- Government Software Competency
- Energy & Utilities Software Competency



## About KloudGin

KloudGin is a cloud-native solution provider delivering the utility and public service's only true "Single Face of Work®" platform that unifies Construction Work Management, Enterprise Asset Management, and Field Service Management within one operational ecosystem. Purpose-built as the operational engine for utility and public sector workers, our AI-powered platform eliminates silos between systems and processes, seamlessly connecting all work operations in real time to empower the workforce that keeps essential services running across communities worldwide.

Contact a KloudGin industry specialist to learn more.  
1-877-256-8303 | [kloudgin.com](https://kloudgin.com)

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