KloudGin



Company Overview

Modernizing Utility Operations Through the Single Face of Work®

The Five Pillars of Operational Excellence

- **Unified Operational Platform:** Eliminating costly system handoffs
- **Field-First Design Philosophy:** Built for utility workers, not adapted from enterprise systems
- **Cloud-Native Architecture:** Delivering agility and continuous innovation
- **Intelligent Work Orchestration:** Unified scheduling across all domains and workforce types
- **Continuous Innovation Delivery:** Organic capability evolution through community collaboration

Utilities today face a 20–30% loss in workforce productivity due to disconnected systems, siloed departments, and inefficient handoffs. KloudGin solves this by delivering a unified operational layer we call the Single Face of Work® - a cloud-native platform that integrates Construction Management, Asset Management, and Field Service Management across all work groups, work types, and assets.

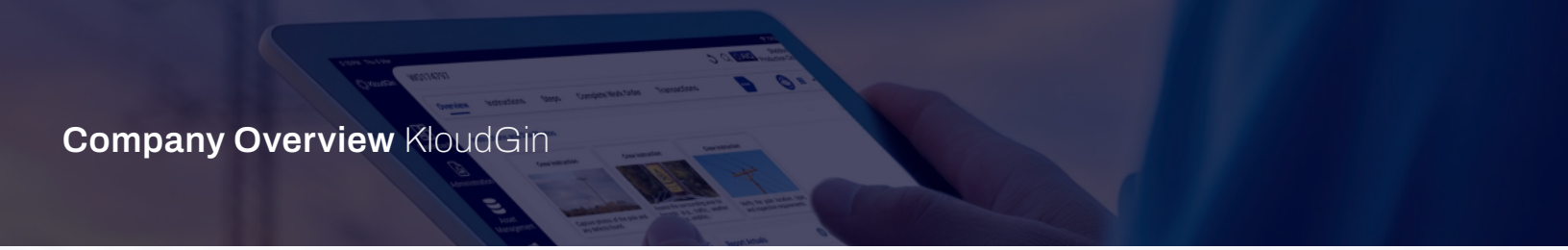
KloudGin enhances core systems, including ERP, ADMS, SCADA, CIS and others, serving as the operational engine that connects the field to the back office, eliminates artificial boundaries, and preserves the specialized capabilities utilities rely on. The result is a connected, collaborative ecosystem that maximizes Return on Employee (ROE), improves customer satisfaction, enables faster response, and drives optimal performance.

A Unified System for All Work Groups, Work Types & Assets

While utilities face growing pressures - from aging infrastructure and workforce transitions to severe weather and rising customer expectations - the real barrier to progress is the fragmented, outdated systems they rely on to manage critical work. Field crews often navigate eight or more different applications for financials, assets, locations, customer information and more - meaning they spend more time managing technology than serving customers.

- **Constant system switching:** Crews need to navigate between multiple disconnected systems just to complete a single job
- **No unified view of all work and assets:** Without a single source of truth, planning, scheduling, and optimization suffer
- **Inefficient, non-native mobile tools:** Field fields wrestle with clunky interfaces, spending more time on admin tasks than value-added work
- **Inflexible, high-risk, high-cost integrations:** Legacy systems lack the flexibility needed to scale and evolve as business needs change

KloudGin eliminates this fragmentation by creating a unified operational layer that connects seamlessly with enterprise systems. Crews access one mobile interface with everything they need: complete asset history, real-time work coordination, customer context, safety protocols, and geographic intelligence. With real-time visibility, mobile-first workflows, and off-the-shelf integrations, utilities can eliminate system switching, streamline planning and execution, and deliver faster, safer, and more reliable service.



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The Single Face of Work® Solution

KloudGin delivers the utility industry's only true Single Face of Work through purpose-built unification of three critical operational domains:

Construction Work Management (CWM)

- Seamless project flow from design through operational handoff
- Engineering specifications flow directly into maintenance systems
- Eliminates data loss and operational delays during asset transitions

Enterprise Asset Management (EAM)

- Complete lifecycle infrastructure management from commissioning to retirement
- Unified work management for both preventive and corrective maintenance
- Real-time integration with construction heritage and field service coordination

Field Service Management (FSM)

- Day-to-day customer-facing operations with complete operational context
- Substantial first-time fix rate improvement through comprehensive asset information
- Real-time service transparency meeting modern digital consumer expectations

KloudGin Core: Powering the Future of Utility Operations

KloudGin provides a unified operational engine that simplifies processes for utilities while enhancing existing investments. Our embedded AI field agent, AssetIQ (AIQ), automates documentation and saves technicians 15 to 30 minutes of productive time each day. With a customizable multi-tenant architecture, utilities can use proven workflows developed through community collaboration rather than building custom code. KloudGin offers seamless integrations with SAP, Esri, and other systems, eliminating silos and reducing operational risks. Utilities join a community where solutions to operational challenges are shared among all members.

Force Multiplying Value Creation

Unlike additive benefits of separate system improvements, unified operations create exponential value while strengthening existing enterprise foundations:

Construction + Asset Integration:

- Assets transition from project to operations without data loss, reducing project execution time by up to 20–30%.
- Maintenance begins immediately upon commissioning with complete specifications and engineering heritage flowing directly into field guidance systems

Asset + Field Service Integration:

- Significant first-time fix rate improvement through comprehensive information access, reducing repeat visits and cost of service.
- 15–30 minutes of productive time gained per technician daily through AI-powered field assistance and automated documentation.
- Customer service requests and maintenance activities intelligently bundled, with real-time updates flowing directly to customer communications for higher satisfaction scores.

Cross-Domain Coordination:

- 20–30% workforce productivity recaptured by eliminating system switching and manual handoffs.
- Faster emergency response times driven by unified visibility and intelligent activity coordination across departments.
- Enhanced customer communication improves operational efficiency as crews spend less time on callbacks and customer relations, dispatchers gain better visibility into customer-centric priorities, and customers obtain real-time visibility and updates on service resolution and restoration.

About KloudGin

KloudGin is the utility industry's only cloud-native, mobile-first platform that delivers a true "Single Face of Work" by unifying Construction Management, Asset Management, and Field Service Management within a single operational ecosystem. Purpose-built for utilities and public service organizations rather than adapted from generic enterprise solutions, KloudGin addresses the unique operational realities utilities face daily.

KloudGin

Connect with the KloudGin team to learn more.

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