KloudGin
Single Face of Work®

QUICK START GUIDE

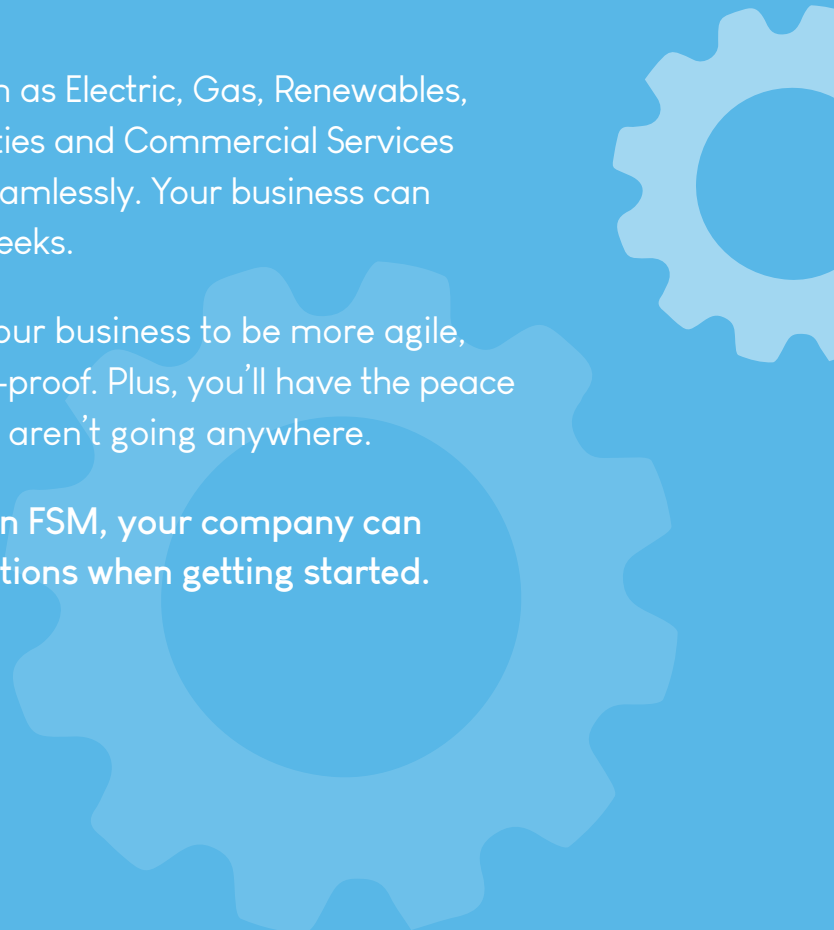# KloudGin Field Service Management (FSM)

Introduction

Don't settle for another low-quality Mobile Workforce Management product that may be sunsetted or left to languish with old technology. With KloudGin's proven track record of automating work management processes, enabling customer self-service, and increasing worker productivity, we help you unlock new revenue streams and improve business processes quickly when transitioning from paper-based systems, Oracle MWM, SalesForce, or any other system to cloud-based KloudGin FSM.

Customers across verticals such as Electric, Gas, Renewables, Water, Wastewater, Municipalities and Commercial Services have implemented KloudGin seamlessly. Your business can do the same in as little as ten weeks.

Switching to KloudGin allows your business to be more agile, efficient, productive, and future-proof. Plus, you'll have the peace of mind that our tools and tech aren't going anywhere.

When transitioning to KloudGin FSM, your company can expect to take the following actions when getting started.

1 Identify Issues to Resolve

Ensure that by transitioning to KloudGin FSM, your company will be proactively combatting issues that disrupt operations, damage customer service, and ultimately, increase costs. Forming a clear understanding of where your biggest pitfalls reside is the first step to remedying these issues and improving your business.

Many common issues users face include:

- ✓ Fragmented reporting, paper record-keeping

- ✓ High IT costs and strain to fix avoidable issues

- ✓ Scheduling errors and poor communication in the field

- ✓ Fractured work processes for short and long cycle work

- ✓ Stale, inaccurate data that doesn't benefit future use

- ✓ Poor customer service due to outdated processes

Understanding your priorities ensures that KloudGin tailors its FSM software to remedy every unique need of your business.

2 Form Actionable Goals with KloudGin

Once we're aligned on your current issues and what needs to be improved, you'll work alongside our experts to set clear goals for your company to achieve results as quickly and efficiently as possible.

These goals may include but are not limited to:

- Storing all data in one easily accessible and centralized cloud system

- Integrating with Oracle CC&B, Oracle WAM, Oracle ERP, C2M, CCS, ESRI, Digline/Digalert, SAP, Maximo, Workday, PeopleSoft, Kronos, and GE Outage Management System

- Eliminating paper trails and antiquated record-keeping processes

- Providing mobile-native experience to field crews

- Improving work orders with clear directions and pictures

- Adaptable, nimble scheduling with improved and automatic timekeeping

- Improved work order prioritization

- Preventative maintenance

- Automated dispatching and asset management

- Streamlined customer and worker communications

3 Integrate KloudGin FSM in as Little as Ten Weeks

As soon as our action plan is established, KloudGin will begin integrating with your systems.

In as little as ten weeks, your business will be able to:

- Provide a single scheduling engine for "All Work"

- Streamline and automate all work business processes

- Allow customers to book and change appointments and track field crew locations

- Run your business anytime, anywhere, with real-time visibility across the organization

- Eliminate IT hassles, lower maintenance costs, and reduce total cost of ownership by up to 50%

- Easily configure forms and applications to optimize work, boost field crew productivity, and streamline processes

- Increase the security of all sensitive and valuable data

- Leverage machine learning and artificial intelligence to analyze data and improve

Switch to KloudGin FSM Today

With Kloudgin FSM and our dedicated support, you can focus on what you do best and provide better tools for your workforce and incredible customer service confidently. One single system provides everything from FSM to Enterprise Asset Management (EAM) and integrates with CIS, GIS, and ERP systems. With modern tools and pre-built analytics, you can accelerate innovation, enhance customer satisfaction, better react to challenges, increase operational efficiency, and address issues such as aging infrastructure and a retiring workforce.

Ready to switch to KloudGin FSM?

Visit KloudGin.com for a demo.

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