



Case Study

Cal Water Uses KloudGin to Modernize Field Operations and Connect with 2M+ Customers



About Cal Water

Cal Water (NYSE: CWT) is the largest regulated American water utility west of the Mississippi River and the third largest in the country. Cal Water is the largest subsidiary of the California Water Service Group. As a whole, the Group provides high-quality regulated and non-regulated utility services to approximately 2 million people in 100 communities.

The Challenge

Michael Luu, California Water Services (Cal Water) Vice President of Customer Service and CIO was on a mission to improve the efficiency of their field operations and enhance their customers' experience. "We needed to innovate rapidly on top of our existing systems and provide employees with the next generation of tools they need to quickly and proactively complete field assignments," said Luu.

To fulfill work orders their field workers had to use paper-based processes and multiple applications -- each with different logins, different user interfaces, lacking offline access -- and manually enter a large amount of repetitive information leading to incomplete and inaccurate data. Luu continued, "One of the single biggest issues that plagues utilities today is user adoption which is directly related to operational efficiency, safety, customer experience and reduced costs to consumers."

In addition, Cal Water needed to enhance the customer experience in an initiative called connected customer. That meant improving routing, opening more appointment windows, and better communicating digitally with their customers across all interactions.

Lastly, Cal Water wanted to eliminate the growing costs of the hardware and software (incl. upgrades) that their field operations used while making sure any new solution would integrate with their back-end systems including Oracle Customer Care & Billing™ (CC&B) in a matter of weeks, not months.

Results

With KloudGin's asset management, field service, and connected customer solutions in place, Cal Water was able to rapidly transform their business by connecting customers with employees and workers with the information they need. In contrast to traditional solutions, KloudGin's cloud-based solutions enabled speedy implementation in a matter of weeks. Luu stated, "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."

KloudGin's worker-first UI provided a solution for non-tech savvy unionized field workers that required minimal training and replaced manual data entry of crew time and inventory requests with automation. With Connected Customer, Cal Water is communicating more frequently and developing a stronger relationship with their customers. The net results are that Cal Water:

- Increased workforce productivity and confirmed customer appointments by 25%
- Realized a 1% improvement in service appointment two hour on-time arrival (to 96%)
- Easily handled an increase of work order volume by 25%
- Saved almost \$650,000 annually

With KloudGin, not only did Cal Water solve for several immediate needs, but also created a foundation that enables future innovation and growth. "Our goal at Cal Water is to continuously improve operational efficiency, safety and customer satisfaction," said Luu.

"KloudGin also helps increase our operational efficiency, so it truly enables us to provide higher levels of quality, service, and value."

Martin A. Kropelnicki

President and CEO, Cal Water



Connect with the KloudGin team to learn more.

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The Solution

After researching several vendors providing point solutions for some of the above challenges, Cal Water selected KloudGin's integrated Field Service and Asset Management Suite. These suites leverage the KloudPlatform for a one-cloud solution that provides Cal Water a single work order management system to manage all of their assets and optimize field work assignments. These work assignments include management of water flows and discharge, maintenance of valves, dig alerts (i.e., the service behind "811 Call Before you Dig") tickets, hydrant inspections, leaks and outages, cross connection device management, GIS functionality including redlining, as-built access and more.

By combining these solutions Cal Water also implemented KloudGin's Connected Customer solution. For Cal Water, this enables their customers to receive real-time updates about their service appointments. Customers who opt-in receive status updates of a service request receive automatic email or text notifications based on their preferences, as a reminder prior to the appointment, when the field representative is en route, if there are any unexpected delays or changes, and when the representative has arrived at the location. All of these capabilities, including compliance reporting and analytics, were delivered via the cloud to any mobile device in real-time, online or offline.

"We are always seeking ways to enhance our customers' experiences with us, and I am pleased that, through Connected Customer, we are able to utilize technology to increase communication and improve customer satisfaction," said Martin A. Kropelnicki, President and CEO. "This system also helps increase our operational efficiency, so it truly enables us to provide higher levels of quality, service, and value."

KloudGin easily integrated with Cal Water's current OracleTM CC&B system, their ESRI GIS system to access maps and as-built drawings and MicrosoftTMActive Directory to allow for single sign-on. Furthermore, the solution integrated with their PeopleSoftTM and WorkdayTM system to streamline data entry for payroll, inventory, and mileage -- all while meeting Cal Water's stringent cyber security policy (based on NIST/ISO).

Solution Components

- KloudGin Core
- KloudGin Work Management
- KloudGin Asset Management

Results

- 25% increase in workforce productivity and confirmed customer appointments
- 1% improvement in Service Appointment 2HR On-Time Arrival (to 96%)
- 25% increase in work order volume
- Delivered better customer experience with real-time tracking and communication with customers
- \$650,000 in estimated annual savings



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Martin A. Kropelnicki,
President and CEO, Cal Water



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