



# The KloudGin Platform

Connect your data, workforce, and customers with an intelligent platform that delivers a complete view across your operations.

# Transform your operations with a field service & asset management platform that connects and empowers users

With the KloudGin Platform, organizations gain an agile, composable solution designed to strengthen performance and collaboration by unifying all asset and work management and in-field service activities. Built on a single line of code, the KloudGin Platform provides a complete view of operations alongside intelligent features that help utility and essential service organizations improve asset utilization, boost workforce productivity, streamline onboarding, and connect and empower workers.

## Purpose built for today's distributed workforce

The KloudGin Platform is designed to strengthen performance and collaboration by unifying all asset and work management and in-field service activities on a single, centralized hub. Organizations gain an agile, composable solution that allows you to implement proven best practices that can be tailored to your processes, teams and customer demands. The Platform enables you to capture information from your field teams accurately and effectively while giving your entire organization more complete visibility into the full picture, powered by embedded AI decision support.

The platform's user-friendly, mobile native design and specialized features help organizations unlock potential across their workforce and enable higher levels of service, reliability, and customer satisfaction.



High user adoption



Single Face of Work



Cross-organizational connectivity



Streamlined onboarding



Empowered mobility



Informed decision making



Increased productivity



Hybrid teams & assets

“With KloudGin’s asset management, field service, and Connected Customer solutions in place, Cal Water was able to rapidly transform our business by connecting customers with employees and workers with the information they need. KloudGin’s cloud-based solutions enabled speedy implementation in a matter of weeks. 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.”

**Michael Luu**

Senior VP, Corporate Services & Chief Risk Officer  
California Water Service



# Features that deliver real value across your workforce and asset management operations

## Mobile native design

Today's mobile field teams can be equipped to work smarter, safer and better with instant access to essential information and data, and have the ability to engage with forms and records in real-time, on mobile devices in the field.

## Configurable & extensible

With its extensible integration engine, KloudGin enables the rapid integration and configuration of workflows with core utility systems of record, including GIS, fixed asset system information, asset IoT and sensors, ERP, and Asset Investment Planning solutions. KloudGin's powerful, composable orchestration engine ensures seamless work execution, improved communication and overall operations.

## Cloud-based agility

KloudGin's cloud-based functionality enables essential asset and equipment data to be captured in real time and with a high level of integrity, and made instantly accessible to every worker,

anywhere and any time. This real time data flow helps prevent data silos, boost efficiency and enhance customer service delivery.

## End-to-end analytics

Embedded AI and ML improves the capture and utilization of your data to deliver stronger analytics and decision support, enabling data-driven asset health predictions, outage forecasting, and optimized resource allocation. Easily track and analyze asset performance, while predictive analytics and proactive asset alerts inform decisions regarding asset health, maintenance and replacement and help improve asset reliability over time.

## Unified scheduling engine

Easily manage both short and long cycle work and optimize the prioritization, scheduling, routing, and completion of field service jobs with a GIS map-based, automated scheduling engine that adapts to the unique needs of your business.

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“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

## Streamlined onboarding

Self-service tools enable every new hire, contractor and employee to access manuals, historical records, instructions, work orders and service requests, as well as seamlessly track, schedule and manage contractor and worker assignments. High quality data capture and centralized organizational knowledge gives non-experts an expert perspective into operations, with instant access to essential information and actionable insights that equip them for success regardless of individual skill level.

## Data driven collaboration

KloudGin provides you a more complete, accurate and accessible view of the data that resides across your teams to provide critical, actionable insights into work and asset management operations, supply chain and overall operational costs – quickly and efficiently. Comprehensive reporting and analytic tools support greater efficiency and strategic decision making across your organization, helping drive continuous improvement.

## Intelligent co-piloting

AssetIQ (AIQ), KloudGin's embedded, AI-powered co-pilot empowers your field workforce with access to vital data and information when and where they need it, enabling them to collaborate more effectively. AI instantly delivers actionable insights and bolsters efficiency by helping employees and contractors with simplified processes, voice-command navigation

and access to critical knowledge, right from the palm of their hand. Workers can seamlessly access and update essential data and information in real time in the field, enabling stronger decision-making, driving efficiency, and helping organizations deliver exceptional customer service.

## Enhanced customer experience

KloudGin's modern customer interface empowers customers with an Amazon.com-like experience, enabling real-time service visibility and status notifications. Customers can easily book and change appointments, track field crew location in real-time on a map, and sign digitally - helping satisfaction go up, while your call volume goes down.

## Business intelligence

KloudGin's off-the-shelf business process library of datasets, calculations and BI dashboards are based on deep industry expertise and best practices that help organizations optimize their workflows without having to start from a blank canvas. The KloudGin Platform includes over 100 BI analytics covering fifteen subject areas out of the box – including work analysis, asset analysis, purchasing analysis, inventory analysis, contract and billing analysis and more, ensuring all areas of your organization are covered.



# A Single Face of Work for your entire workforce

KloudGin features a single, synchronized user interface for all field and back office workers interacting across different work types. The platform has been built from the ground up, with a single codeline meaning there's no risk of products being sunsetted or systems that don't work together. With KloudGin, your organization can easily manage all work types across the asset lifecycle.

Unlock immediate value with the KloudGin Platform's specialized and automated workflows, enhanced data utilization, rapid response to weather events and improved decision support that helps maximize budget and workforce – all while improving compliance, worker safety and helping mitigate risk.

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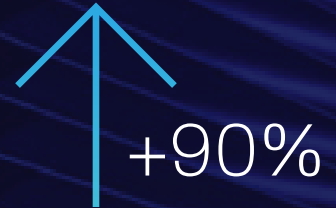
By connecting your hybrid workforce and hybrid assets, you can unlock hidden value, optimize efficiency, and transform into the high-performing utility of the future.

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Improve efficiency  
& performance



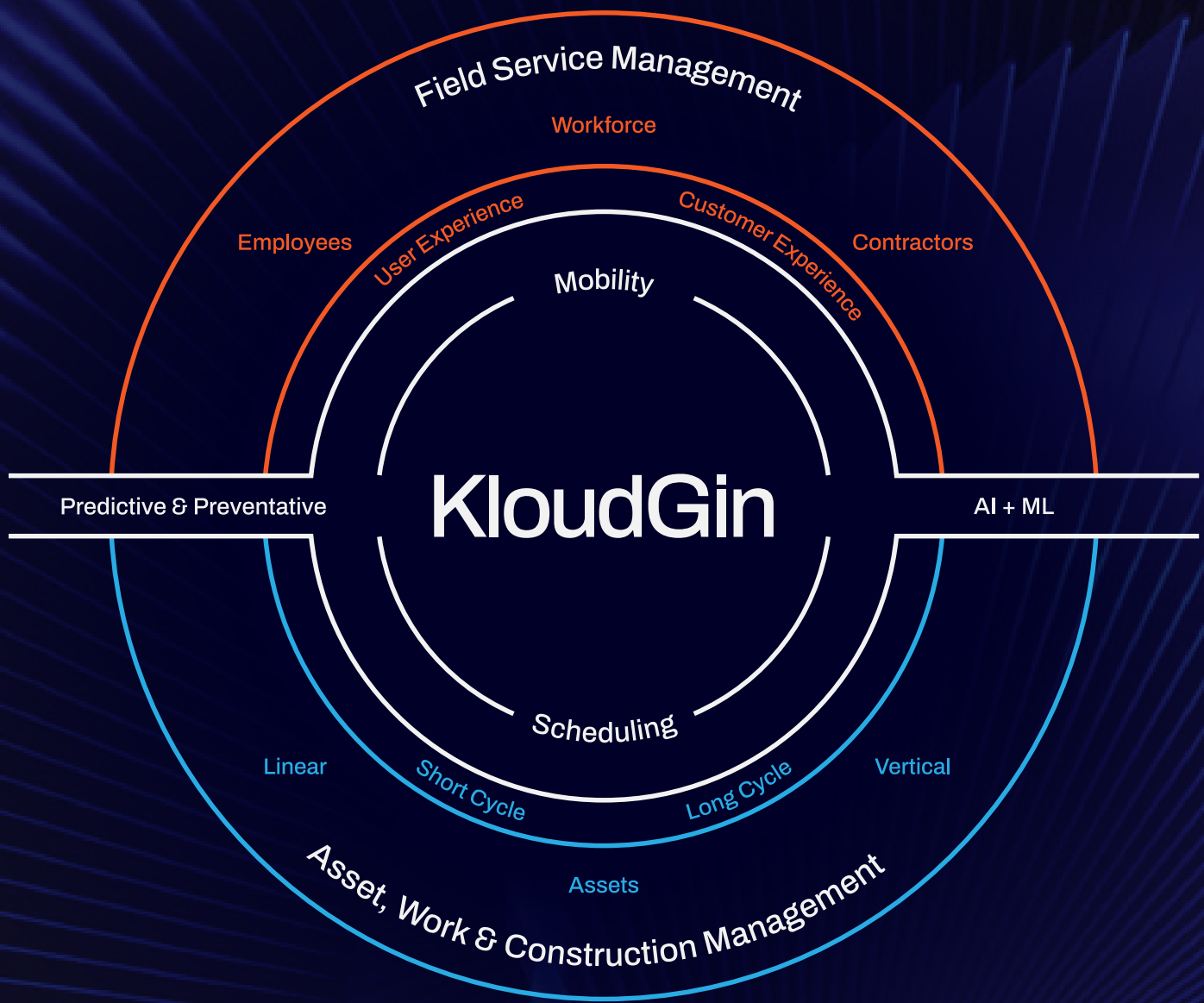
First time  
fix rate



Customer satisfaction



Faster resolution



KloudGin is a fully integrated Enterprise Asset Management (EAM) and Field Service Management (FSM) platform that provides a holistic view of operations across all work types, improving asset utilization, safety, workforce productivity, and the customer experience.

# Best-in-class solutions that connect and unify your entire organization

The KloudGin Platform is the central hub for your field service and asset management solutions, providing a feature-rich environment that enables organizations to custom-build composite app solutions based on proven best-practices tailored to their unique business needs. The platform's mobile-native design and advanced capabilities, including seamless composability and extensibility, a unified scheduling engine, off-the-shelf integrations, embedded AI, and end-to-end BI, make it a powerful tool for today's utilities and essential service organizations.



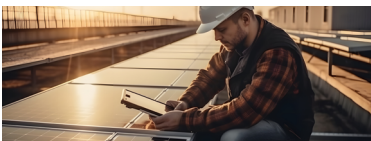
As Built



Backflow Prevention and Cross Connection Control



Beyond the Meter Revenue Models



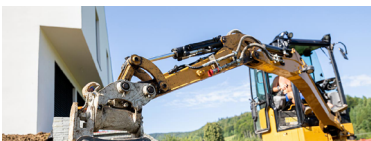
Contractor & Subcontractor Management



Connected Customer



Customer Service Lead Line ID



Dig Alert



Esri ArcGIS Integration



Hydrant Inspection & Flushing



Leak & Discharge Monitoring



Pole & Transformer Inspections



Street Light Management



Valve Tracing



Vegetation Management



# Asset Management Suite

A comprehensive solution that delivers critical asset information and insights to improve asset reliability, lower operating costs and boost operational output for both your linear and vertical assets.

# Field Services Suite

An end-to-end workforce collaboration solution built for the needs of today's mobile field crews. Quickly provide every field worker with a connected view of assets, operations, and activities, complete with AI powered decision support, whenever and wherever they are.

# Sectors



Water & wastewater utilities



Gas utilities



Electric utilities



Refuse



Municipalities, government & public sector



Utility ecosystem partners & providers



Engineering, procurement & construction



Telecom



Commercial & industrial

“KloudGin’s ease of use for field crews, its integration with our Esri ArcGIS and other systems, and its modern configurable platform for diverse workflows and assets will be essential in providing mission-critical services to our customers.”

**Ted Wadzinski**

P.E. Assistant Vice President,  
Gas Operations, Measurement and  
Operations Support | MGE





# The KloudGin Difference

## Intelligent and Connected Planning and Scheduling

KloudGin empowers teams with innovative AI-based automated scheduling and optimization tools. Dispatchers have complete visibility to all routes and schedules in the KloudGin Dispatch Center, while field technicians receive automated work order assignments and appointments via the KloudGin Mobile App.

## Connected Contractor

Give your field service organization the ability to collaborate with third-party contractors. The vendor portal is a self-service tool for field service management subcontractors to accept work orders and assign them to their internal crews. Each subcontractor can track compliance and job completion status and manage their profile, including equipment, skills, crews, compliance documentation (insurance, skills certification), inventory and other crucial job-related information.

## Connected Customer

Connected Customer provides a convenient and easy-to-use platform where customers can interact with your customer service teams, reducing the number of calls to your support center.

Real-time customer inputs increase the accuracy of planning and scheduling, helping reduce truck rolls due to missed appointments. Customers can request service, review their service history, and get real-time updates on the technician's status, all without making a phone call.

## Service Contract to Bill

KloudGin digitizes the complete service contract-to-billing process for field service, work, and asset management. KloudGin integrates seamlessly with the bidirectional data flows between the accounting system's ledger, accounts payable and receivable, and other features to reduce errors. The billing integration features complete invoice generation in KloudGin with synchronized information exchange to the accounting system for faster invoice delivery and improved cash flows.

## Analytics and Reporting

Quick and easy access to the correct data helps each member of your organization make informed business decisions, do their work better and faster, and meet customer demands. With easy-to-use business intelligence and data analytic capabilities, the KloudGin Platform includes pre-built analytics around work orders, crew productivity, inventory, customer service, and resource planning. KloudGin Studio, the administration portal, provides out-of-the-box

# Powered by KloudGin



# Empowering the world's most innovative organizations

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 unifying field service management and asset management on a single platform, 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.



- Public Sector
- Energy Software Competency
- Smart City Software Competency



## About KloudGin

KloudGin is the only cloud provider to combine Enterprise Asset & Field Service Management and AI-powered algorithms into a single solution which connects the back office, customers, mobile employees, and assets. Built for the workers who use it most, KloudGin eliminates traditional information and process silos to enable clients to unify systems, resources, and processes in real time so they can transform the customer experience and improve worker productivity.

To learn more about how KloudGin can support your business, please get in touch with our team:  
1-877-256-8303 | [kloudgin.com](https://kloudgin.com)

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